

# New Hampshire State Library Report

Fiscal Year 2002  
July 1, 2001 – June 30, 2002



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## Message from the State Librarian

Welcome to the New Hampshire State Library Annual Report for Fiscal Year 2002. This was a productive year with a number of changes taking place in the nation and state. At the State Library we have seen a growing appreciation of New Hampshire's heritage and historical resources. This expanding awareness of our history and the objects associated with it is encouraging, and I am pleased to report on our successes in this area. The declining economy had an impact on citizens nationwide; here in New Hampshire we wrestled with a number of budget cuts and a hiring freeze. In spite of these obstacles I have seen a tremendous effort on the part of the library community to maintain a level of excellence in the service and opportunities provided to citizens of New Hampshire. Issues dealing with privacy and freedom of the Internet continue to challenge the libraries. Technology moves quickly, and keeping up the rapid changes can be difficult. But the electronic age has advantages, and the year brought a number of developments in the electronic and digitization areas.

As the oldest State Library in the country, dating from 1717, the New Hampshire State Library has an impressive collection of items that chronicle the State's history. Recognizing its responsibility to protect these items, the Library is undertaking a program to safeguard them so they will be available for future generations. We will be working with the Northeast Documents Conservation Center in Andover, MA on a planning process for the work needing to be done to ensure these valuable pieces do not deteriorate any further. Mindful that we also should provide access to this collection, we have engaged in discussions with Dartmouth College and the University of New Hampshire to develop a plan to provide access to our maps through a web site to which all three of us would contribute. The New Hampshire Political Library, which is housed in the State Library, has received a federal grant to put its materials in digital form and mount them on the web. Using the technology of digitization, it is now possible to share resources in ways not conceived of just a few years ago. Our efforts to protect these valuable materials and make them available electronically will benefit many people in New Hampshire needing to do research on our rare and unique resources.

May 1st was the 26<sup>th</sup> annual Library Legislative Day in Washington, DC, hosted by the American Library Association. This is an opportunity for librarians, trustees, and library advocates to speak to members of Congress with a united voice on issues of importance to libraries and librarians. Theresa Paré, President of the New Hampshire Library Association (NHLA), Randy Brough, Legislative Chair of NHLA, and I visited with legislative staff members of Senators Gregg and Smith and Representatives Sununu and Bass. Our meetings were fruitful, and we had an opportunity to make each of them aware of the federal funding issues that impact libraries in New Hampshire.

Federal support for libraries primarily comes from legislation that was first enacted in 1956. In its current form LSTA (Library Services and Technology Act) provides money for statewide programs, which benefits all libraries and individual grants to libraries for demonstration projects. 2003 is the time for reauthorization of LSTA. The discussions with our Congressional Delegation will center on getting them to support reauthorization with an increase in funding. This increase will have a dramatic impact on New Hampshire and our ability to support an expansion of programs. New Hampshire is hopeful that Congress will see that for a modest amount of money spectacular progress can be made in libraries around the country. You will find more information about LSTA and NH State Library's disbursements to public libraries for FY '02 on page 16.

The year started off with the challenge of replacing our aging automation system. State Library staff, along with a committee from the New Hampshire library community, worked for more than two years to design a system that would meet the current and future needs of the State. Committee members developed specifications, held demonstrations of products by vendors and worked to involve the library community as much as possible. The request for proposals for the new union catalog was well-developed, and the responses reflected a serious effort on the part of the vendors to meet our needs. The committee carefully reviewed the vendors' responses with a critical eye towards getting a system that would serve the libraries of New Hampshire and would grow as needs arise. They analyzed the proposals submitted by vendors to determine which vendor was best able to meet our requirements and recommended the State Library contract with epixtech inc. for our next statewide union catalog.

In order to pay for the new system we decided to seek state funding. With the help of a number of librarians and library trustees we were able to make a strong case for a capital appropriation of \$450,000 to purchase a new system. The support of the NH Library Association and the individual testimony before the Senate Capital Appropriations Committee by NH librarians were critical in securing the funds necessary for the project.

I attended a number of public library events in the last twelve months; it is always enjoyable to see the pride a town's people take in seeing a building project through to completion. It is never easy to find the money to construct, expand, or upgrade. Without the hard work and dedication of librarians, trustees, friends groups and citizens I would not have the pleasure of reporting the following projects. During the second half of 2001 the town of Kingston approved funding for the purchase of land to build a public library; Candia approved final funding for the construction of a new library. The Fremont Public Library broke ground on their new building project and New Castle completed construction of the Janet E. Macomber meeting room. In the first half of 2002, the Hill Public Library completed construction of the Anne & Herb Cilley room; the Town of Plainfield passed a bond to expand the Philip Read Memorial Library; Weare Public Library received a memorial gift, some of which will be used for expansion; and the Conway Public Library received a grant to finish their young adult reading room. In addition, the City of Portsmouth passed a bond for construction of a new library and the Pembroke Town Library broke ground for its new building, which was financed through town and fundraising efforts.

Two disputes on the freedom of electronic information affected libraries in the past fiscal year. **The Children's Internet Protection Act** (CIPA) and the **Neighborhood Internet Protection Act** (NCIPA) both went into effect in April 2001. These new laws place restrictions on the use of funding from LSTA, Title III of the Elementary & Secondary Education Act, and on the Universal Service discount program known as E-rate (Public Law 106-554). These restrictions take the form of requirements for Internet safety policies and technology that blocks or filters certain material from being accessed through the Internet. The American Library Association challenged this law and the NH Library Trustees Association supported their efforts.

In summation it was a successful year. We were able to deal with financial constraints while still maintaining a high level of quality in our service to the people of New Hampshire. Our accomplishments were rewarding and have laid the groundwork for further achievement in the areas of preservation and technology. In this report you will find information about the programs and services of the New Hampshire State Library. The document is organized by section and is designed to give you an overview of what each section does, followed by highlights and accomplishments for the year. We look forward to continuing to provide excellent service to the people of New Hampshire and building on the work we have already accomplished. I look forward to the coming year with anticipation.

Respectfully Submitted,  
Michael York

## New Hampshire State Library History

The present state library building is constructed of New Hampshire granite and is one of a complex of buildings comprising the center of state government in Concord. Flanked by shrubs, it bears the name of the state in Latin on its facade. Aptly titled, it serves all branches of state government as well as all citizens of the state.

The NH State Library is generally considered to be the oldest such institution in the United States. In colonial times, the British government sent over its statutory commands in great folios that were preserved, and moved about as the seat of government changed from one place to another. In 1777 Congress passed a resolution recommending "the several states order their statute laws and the additions that may be made thereto to be sent to Congress and to each of the states together with all discoveries and improvements in the arts of war made in such states respectively." Thus the library was established to serve the legislature, a tradition that continues today.

When the present capitol was completed at Concord, in 1819, the books owned by the State were allotted to a room. The public documents of the United States, then small in number, had been added to the laws and journals of the Province and State, and volume one of the New Hampshire court reports was just appearing from the press. Four years later, the Legislature of 1823 authorized and appropriated \$100 annually to the Governor, requesting the "purchase [of] such books for the enlargement of the state library as he may think proper." An act of 1826 provided for the purchase of "one copy of the Journal of the Senate and House of Representatives for each session since the adoption of the present constitution."

By 1828 the modest accommodations were outgrown, and the north side of the State House was made into a library. In 1833 the first regular librarian was appointed to serve during sessions of the Legislature. In 1846 the Secretary of State was made librarian ex officio and the first catalog was printed.

1866 marked the establishment by Legislative Act of the State Library as a separate department with a librarian, a Board of Trustees, and rooms on the West Side of the capitol. As the mission of the library expanded to include service to the public as well as the legislature, by 1889 the library had once again outgrown its space and the legislature made plans for a separate building to house the State Library and Supreme Court. The building was dedicated in January of 1895, and the two institutions were housed here until 1973, when the Supreme Court moved to its current location on Noble Drive.

With the enactment of legislation in 1985, the State Library was administratively attached to the department of Cultural Resources. The rationale is written into the law thus: "Combining state government functions of collecting, cataloguing, and making available all manner of books and other information; encouraging and assisting the development of the arts; and preserving historical, archaeological, architectural, and cultural heritage, is intended to enhance and strengthen the role of cultural arms of state government," (Title I, Chapter 21-K: 1).

The advancement of the electronic age brought further expansion to the library's mission to provide information to NH citizens. To meet this challenge, the Electronic & Government Resources Section was established at NHSL. In 1995 "Webster" (the state web site) went online. Providing access to state agency web pages and a wealth of information about New Hampshire, this innovative program continues to serve the government and people of the state.

### Sources:

<http://www.gencourt.state.nh.us/rsa/html/indexes/default.html>

<http://www.state.nh.us/nhsl/nhslhistory.html>

*State Library Reports, 1895-1904*

*New Hampshire State Library Dedication, 1895*



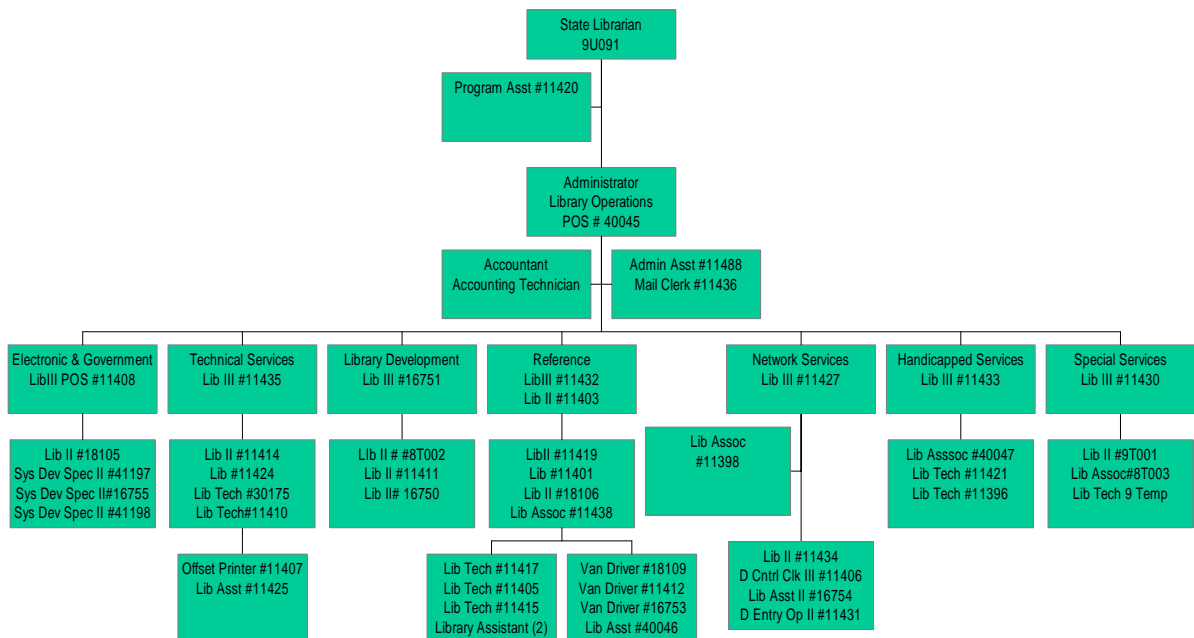
The mission of the New Hampshire State Library  
is to:

- *Promote excellence in libraries and library services to all New Hampshirites;*
- *Assist libraries and the people of New Hampshire with rapid access to library and informational resources through the development and coordination of a statewide library/information system;*
- *Meet the informational needs of New Hampshire state, county, and municipal governments and its libraries; and*
- *Serve as a resource center on New Hampshire*

# Dept of Cultural Resources

## State Library

3/1/02



## **New State Library Staff Fiscal Year 2002**

### **July 2001**

**Patricia Linder** joins Network Services as a Library Assistant II.

**Linda Cilley** joins the Business Office as an Accounting Technician.

**Sarah Wiegard** joins the Technical Services Section staff as a cataloger.

### **August 2001**

**Sherry Ober** of the Talking Books program is hired to fill the Library Associate position of the Family Resource Connection.

**Sheila Dion** joins the Special Services Section on a part-time basis to help with training, updating the FRC's online calendar and directory, and serve as a resource for the BSCR.

### **October 2001**

**Betty Clark** begins work at Library Services to Persons with Disabilities as a reader's advisor.

**Cathy Mayo** joins the Technical Services staff as a Library Technician.

### **November 2001**

**Charles Shipman** starts as a Librarian II in the Reference Section.

### **December 2001**

**Lorna Zorko** joins the staff at the Electronic & Government Resources Section as a systems development specialist.

### **April 2002**

**Michelle Demusz** joins the staff of Network Services

**Nancy Cristiano** joins Special Services Section to coordinate the Best Schools Resource Center and provide reference services for the Family Resource Connection.



## **Staff Milestones**

The New Hampshire State Library is proud to be a work environment where people want to stay. We are therefore very pleased to note that the following five-year increment milestones took place.

### **FIVE YEAR**

***ED HOLDEN***

### **TEN YEAR**

***BRENDA CORY  
BILL PARISEAU  
DIANE CALLAHAN***

### **FIFTEEN YEAR**

***KATHY STANICK  
BETTY CLARK***

### **TWENTY YEAR**

***DONNA GILBRETH***

### **TWENTY FIVE YEAR**

***DEB DECOTA***

### **THIRTY YEAR**

***JANE LYMAN***

**CONGRATULATIONS!!**

## Comittees

Committees play an important role in the life of the State Library. Supervisors and staff are active in groups on a number of levels. There are three types of committees highlighted in the following section. The first are those that are written into New Hampshire law to advise the State Librarian; next are the in-house and inter-department committees that deal with policy and issues facing the library and the department. The third category consists of groups with public members, who interact with library staff to plan, establish and promote programs administered by the State Library.

It should be noted that many staff members also are active in outside groups working to promote reading, literacy, learning and libraries. You will find information about these activities in the sections submitted by the participants.

### **Statutory Committees:**

There are three committees mandated by statute to advise the State Librarian. They are listed below along with language from the enabling law.

**201-A:3 State Library Advisory Council** – “The state library advisory council shall consist of 19 members. The state library advisory council shall meet at least quarterly and at such other times as it deems necessary, in order to advise the state librarian and the commissioner of the department of cultural resources on matters pertaining to the state library or other library issues.” State Library participants: Michael York and Janet Eklund.

**201-A:24 New Hampshire Automated Information Systems Board** “There is hereby established the New Hampshire automated information systems board... The board shall advise the state librarian and the commissioner on statewide policies, coordinate activities of the regional systems, and engage in long-range planning.” State Library participants include Michael York, Charlie LeBlanc, and Theresa Paré.

### **201-A:27 'Webster' Advisory Board Established. –**

“There is hereby established a board to advise the state librarian and to study the future direction of 'Webster,' the state of New Hampshire's automated information system Internet site.” State library participant: Michael York.

### **State Library/DCR In House Committees**

***Collection Development Committee*** – (*Makes decisions about expansion of collection based on state library policy and book budget*) Eleanor O'Donnell, Zelda Moore, David Sturges, John McCormick, Donna Gilbreth.

***Weeding Committee*** - (*Establishes procedures for weeding the State Library collection based on the collection development policy and to carry them out*) John McCormick, Donna Gilbreth, Janet Eklund, Diane Callahan, Zelda Moore, David Sturges.

***Customer Service Committee*** – (*Explores ways to improve library service*) David Sturges, Theresa Paré, Tom Ladd, Sarah Wiegard.

***Exhibit Committee*** – (*Plans and executes exhibits showcasing the collection of the Dept. of Cultural Resources*) Charles Shipman.

**Furniture Committee** – (*Assesses library furniture needs and options with regard to form, function and cost*) Debra DeCota, Ruby Matott, Zelda Moore, David Sturges, John McCormick, Janet Eklund.

**LSTA Grant Committee** – (*Reveiw[s] grant applications and makes awards*) Janet Eklund, Zelda Moore and John McCormick, Theresa Paré, Mary Russell.

**Preservation Committee** – (*Evaluates preservation needs and options. The Committee submitted application in April 2002 for Preservation Assistance Grant*) Janet Eklund, David Sturges, John McCormick, Donna Gilbreth, Katie McDonough, Zelda Moore, Sarah Wiegard, Mary Russell.

**Safety Committee** – (*Addresses issues of public & employee safety within the Department's three facilities*) Charlie LeBlanc, Ruby Matott, Darlene Reinhard, Kathy Stanick, Eleanor O'Donnell, Janet Eklund, Kira Smith

**Automation** - (*Assesses automation needs with regard to hardware, software, and policies*) Marta Boyle, Charlie LeBlanc, Theresa Paré, David Harris, Donna Gilbreth, John McCormick, Eleanor O'Donnell, Sue Palmatier.

**Telecommuting** - (*Develops & reviews telecommuting policy for the NH Dept. of Cultural Resources*) Janet Eklund, Darlene Reinhard, Kathy Stanick, Bill Pariseau, Linda Sheldon, Diane Callahan, Kira Smith.

#### **NHSL Committees with Public Membership:**

**NHewLink Database Evaluation Committee** – (*Evaluated database options in anticipation of the end of Pro-Quest contract, finished spring '02*) Theresa Paré, Charles Shipman, John McCormick, Diana Degen.

**Next Generation Committee** - (*Evaluated alternatives to the Galaxy System and made recommendations to NHAIS Board-finished 12-01*) Diane Callahan, Donna Gilbreth, Theresa Paré, Charlie LeBlanc, Mary Russell.

**Children's Historical Collection** – (*Oversees changes in the scope of this collection*) Donna Gilbreth, Ann Hoey, Eleanor O'Donnell.

**International IMPAC** - (*Reviews and makes nominations for The Dublin Literary Award*) Katie McDonough, Alice Nye, Sheila Dion, Zelda Moore.

**Kids, Books & the Arts** - (*grant review committee*) Tom Ladd, Ann Hoey, Katie McDonough, Sue Palmatier.

**New NHUPAC Implementation Committee** - (*To advise Network Services staff on issues relating to the the New NHU-PAC interface and functionality and the development of a specific implementation plan for the New NHU-PAC*) Mary Russell, Charlie LeBlanc, Diane Callahan, Tom Ladd, Michael York, Theresa Paré.

## **The Building and Collection:**

A number of projects to protect, enhance and promote the State Library were started or completed in FY '02. These ongoing efforts include reclamation, preservation and improvement projects.

**Stacks:** The New Hampshire State Library houses an impressive collection of books; in order to keep them in good condition it is our policy to completely clean the stacks twice a year. During FY '02 Janet Eklund negotiated a contract with Administrative Services to provide this as part of our standard contract.

**Carrigain Map:** In August of 2001 we received our restored Carrigain Map from the Northeast Document Conservation Center. Contracted by the legislature in 1803 and completed in 1816 by Phillip Carrigain of Concord, this is the first official map of the state. One of three in the State Library's collection, this refurbished document hangs on the wall in the map gallery.

**Carpet:** It was a great pleasure to remove the stained and tattered carpeting. This was a chance to reveal and polish the library's beautiful tile floor. Because the replacement carpet does not cover the floor from wall to wall patrons can now see the original tiles. Furthermore, the new carpet is not secured to the floor, which allows us flexibility for future restoration needs.

**Paint:** Thanks to the research of an intern from Historical Resources we were able to determine that the State Library's walls were most likely a pearl-gray color originally. Based on this information a color called "Lark" (a light blue/gray) was selected for the walls in the reading room, training lab, reference area and staircase.

**Sprinkler System:** Funding was approved through Administrative Services to install a sprinkler system in the library as a life-saving device in case of fire. There was only funding for one half of the project. We are hopeful that there will be money to complete the job in the next state budget. Walkthroughs for bidding contractors took place in January 2002 and Meridian Construction was awarded the contract. Work was started in May of 2002 and will continue into the next fiscal year. In addition to sprinkler installation, there has been some rearrangement of workspace, asbestos abatement measures were taken, and the small archives room was expanded.

### **Looking Ahead**

**Space Needs Assessment:** In 2001 the NH Legislature approved funding for a space needs survey for the Department of Cultural Resources. Lavallee Brensinger Professional Association of Manchester was selected by the state to conduct the research for this two-year project.

**Preservation:** The New Hampshire State Library is the oldest of its kind in the nation. Approximately 14% of the library's paper-based holdings were printed before 1900. Older holdings include 7,800 titles printed before 1850, 48 published before 1700 and 2 pre-1500 books. At the time of this writing, efforts are underway to obtain a grant from the National Endowment for the Humanities for preservation assessment and staff training. Janet Eklund and David Sturges have worked with staff to write the proposal and we should have an answer by early August of 2002. Janet has also been an active member of the NH Partnership to Collect Documentary Heritage.

## Events:

In an effort to share our unique and historic building, the NH State Library hosted events designed for public enjoyment and enrichment.

### **Celebrate NH Arts Day:**

The NH Council on the Arts sponsored an event at the State Library on Friday, November 9th in conjunction with their Celebrate NH Arts Day and the Governor's Arts Awards for 2001. Poetry and fiction readings and video showings took place in the map gallery.

### **World War II Poster Exhibit:**

On Friday, December 7<sup>th</sup>, 2001 the World War II poster exhibit "Unifying A Nation," opened in the map gallery. John Warner, a Pearl Harbor survivor from Pembroke, gave the opening address; over 150 people (including Governor Shaheen) were in attendance. The closing of the exhibit was marked by a luncheon for NH's Legislators. Financing was obtained through conservation license plate funds and the support of BAE Systems. After a two month showing the exhibit was moved to BAE Systems' offices in Nashua for display. Janet Eklund and State Curator Rusty Bastedo did a great job of pulling the project together, with help from department staff, professional and non-profit organizations and other state agencies.



*Janet Eklund, Administrator of Library Operations is shown here with Concord High School students attending the WWII Poster exhibit. The posters are available for online viewing at <http://www.state.nh.us/ww2/index.html>*



*Restored Carrigain Map as it hangs in 2<sup>nd</sup> Floor Map Gallery.*



*Views of mosaic floor after removal of old carpeting.*



*Newly painted training room view from mezzanine.*



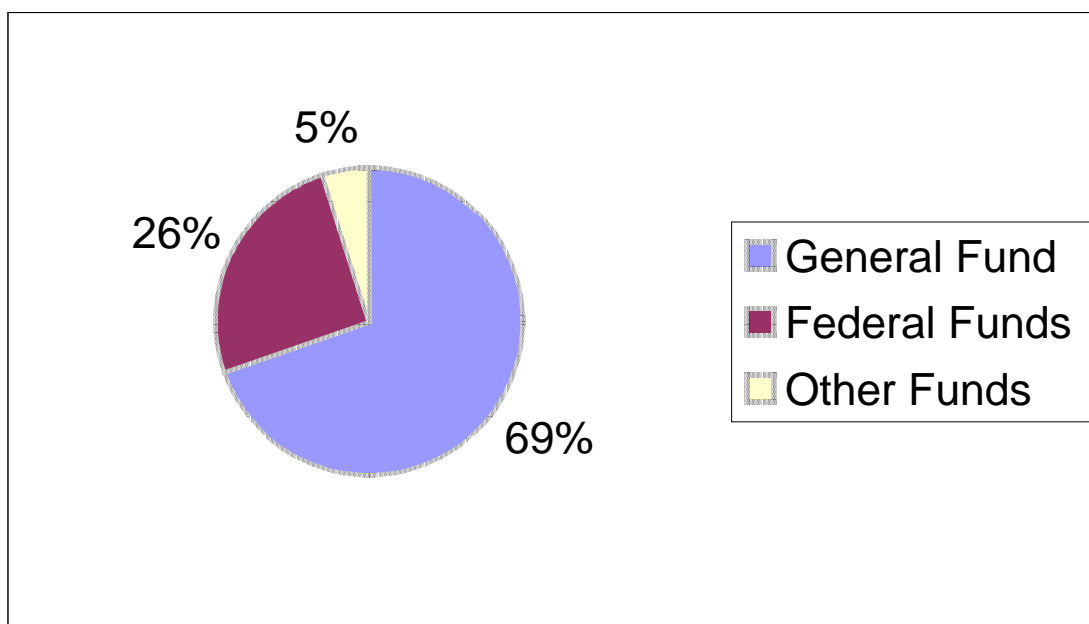
*Installation of fire suppression system in archives room.*



*FM-200 fire suppression system.*

## State Library Expenditures Fiscal Year 2002

<b>General Fund (State Revenue)</b>	2,023,723
<b>Federal Funding</b>	748,337
<b>Other Funds</b> <i>(Includes NH Dept of Education and NH Dept of Health &amp; Human Services)</i>	143,577
<b>Totals</b>	<b>2,915,637</b>



# LSTA

**Background.** The Library Services and Technology Act (LSTA) grant program implemented in 1997 is the second federal grant program in 35 years established to help libraries improve services to their patrons. LSTA replaces LSCA, which was originally designed to improve the development of services in rural areas. LSCA was amended and expanded many times to meet the different needs of public libraries, thus reflecting the changing nature of information formats, delivery and patron demands. As information technology drastically changed the ways in which libraries operated, the new LSTA was developed to help libraries acquire hardware and software. LSTA also emphasizes improving library services to the under-served, especially children living in poverty. [The Institute of Museum and Library Services](http://www.ims.gov/grants/library/lib_gsla.asp) administers LSTA. A general description of LSTA can be found at [http://www.ims.gov/grants/library/lib\\_gsla.asp](http://www.ims.gov/grants/library/lib_gsla.asp).

Major changes from the old LSCA to the new LSTA:

- The state's grant timelines are in line with the federal fiscal year (October 1 to September 30).
- The New Hampshire State Library will apply only once every five years for use of funds.
- All types of libraries are eligible for all types of grants.

In New Hampshire, 96% of the funds under LSTA are used to carry out two goals:

- Increased access to information through improved technology.
- Training and education of librarians, library staff, public officials and the public in the importance of the library in an information environment.

**Eligible Libraries.** Unlike LSCA where only public libraries were eligible for grants, LSTA funds are available to school library media centers, academic libraries, qualified private/research libraries, special libraries, library consortia, libraries in residential and correctional institutions as well as public libraries.

## Here in New Hampshire:

The New Hampshire State Library created a five-year plan in 1997 to guide the use of LSTA funds. The plan was discussed and approved by the New Hampshire State Library Advisory council on July 11, 1997. The plan covers the period from October 1, 1997 to September 30, 2002. LSTA funds have been used in New Hampshire to leverage and share scarce resources for the benefit of all 1,250,000 residents. The New Hampshire State Library has implemented and achieved most of its five year plan with a discipline focused on providing resources and access to technology and information sources to all libraries and residents in the state. The New Hampshire State Library has enabled local libraries and school libraries to participate in 21st century information resources, regardless of the wealth of the community. An evaluation of the plan's success can be found online at <http://www.state.nh.us/nhsl/grants2000final.html>

We will submit our next five-year plan in October of 2002. In preparation for the development of this plan, the State Library conducted four focus groups throughout the state during 2001. The goal of the focus groups was to study the needs of its users and of library services that would address those needs. Issues were discussed involving all types of libraries. In 2002 the State Library completed an evaluation of LSTA usage in New Hampshire for the years 1997-2002. The plan is available for viewing at <http://www.state.nh.us/nhsl/nhlac/20022007.html>

During fiscal year 2002 most LSTA funds were dedicated to covering the costs of statewide services and activities administered through the State Library. Services include database licensing support, Interlibrary Loan delivery services, online catalog of NH library holdings, maintenance of Webster (NH's state government web site) Library Services to Persons with Disabilities, and Library Development Services. Activities such as planning, evaluation, resource sharing, continuing education and training were also supported.

It should be noted that FY' 02 saw the culmination of the NH Women's Oral History Project. Begun in 1996, 62 interviews were conducted, representing a one of a kind source of information about the women in New Hampshire and their experiences during the twentieth century. LSTA funds financed the transcription and editing of over 120 hours of interviews. These materials are currently archived at the State Library.

Additionally, monies were used to enable competitive grant programs for funding projects in basic technology, enhanced internet connectivity, partnerships and cooperative projects, improved access to library and information services, library services to special populations and preserving New Hampshire documents. The State Librarian annually determines the allocation of funding for competitive grants; see list of fiscal year 2002 recipients immediately following.



## N.H. STATE LIBRARY FY2002 LSTA GRANTS AWARDED

At its March 8th meeting, the N.H. State Library Advisory Council approved LSTA recommendations made by State Librarian Michael York to the following libraries in the following categories -

**Back to Basics** - allowed libraries to purchase one of each type of equipment or a combination of the following: a computer (can include peripherals), a plain paper fax machine, a telephone, an answering machine, a television, a VCR, a photocopier, a scanner, a DVD player, a computer printer and a microform reader/printer. If the library already owned the above equipment, the grant funds were used to purchase a replacement, enhancement or upgrade.

**Griffin Free Public Library, Auburn - \$1,500**  
**Bethlehem Public Library, Bethlehem - \$1,000**  
**Profile Jr/Sr High School, Bethlehem - \$1,500**  
**Chester Public Library, Chester - \$356**  
**White Pines College, Chester - \$1,500**  
**Chocorua Public Library, Chocorua - \$700**  
**Jackson Public Library, Jackson - \$1,444**  
**Weeks Memorial Library, Lancaster - \$1,393**  
**Converse Free Library, Lyme - \$899**  
**Franco-American Centre, Manchester - \$1,299**  
**Daniel Webster College, Nashua - \$1,500**  
**Olivia Rodham Memorial Library, Nelson - \$200**  
**Chesley Memorial Library, Northwood - \$800**  
**Portsmouth Athenaeum, Portsmouth - \$1,000**  
**Twin Mountain Public Library, Twin Mountain - \$1,500**  
**Walpole Town Library, Walpole - \$499**

**Hire an Expert!** - allowed libraries to contract with an expert/ professional to work with their staff or community to enhance their ability to provide and/or plan library services. The purposes of this grant are to: promote the sharing of resources; establish enduring professional and institutional linkages; and to develop and enhance professional expertise.

**Franklin Pierce College, Rindge - \$2,500**

**The Collection Connection** - allowed libraries to purchase up to \$1,500 worth of fiction, non-fiction and/or reference books in one or two areas of concentration. Areas of concentration include: foreign language, multiculturalism and diversity.

**Griffin Free Public Library, Auburn - \$1,300**  
**Berlin High School, Berlin - \$1,500**  
**Chesterfield Public Library, Chesterfield - \$1,500**  
**Hampstead Public Library, Hampstead - \$1,466**  
**Weeks Memorial Library, Lancaster - \$1,500**  
**Converse Free Library, Lyme - \$775**  
**Manchester City Library, Manchester - \$1,500**  
**Amherst Street School, Nashua - \$500**  
**Daniel Webster College, Nashua - \$1,500**  
**Richards Free Library, Newport - \$500**  
**Sandwich Community School, Tamworth - \$1,500**  
**Gay-Kimball Public Library, Troy - \$500**  
**Westmoreland Public Library, Westmoreland - \$500**  
**Nesmith Library, Windham - \$1,500**

**Assistive Technology** - allowed libraries to acquire assistive technology to ensure that libraries can provide service for blind, low-vision and learning-disabled patrons. The N.H. State Library selected a customized package of software that provides for speech technology and screen magnification. Libraries awarded Assistive Technology grants received software, installation and training necessary to make this technology available to their patrons.

**Goffstown Public Library, Goffstown - \$1,540**

## GATES COMPUTER GRANT PROGRAM

In February of 2001 New Hampshire's application to participate in the Bill & Melinda Gates Foundation State Partnership Program was approved. The program, which started in 1998, prioritized states based on poverty levels. New Hampshire is part of the fourth round of applications. The Bill & Melinda Gates Foundation has committed \$250 million to public libraries nationwide and expects to provide 40,000 computers to nearly 10,000 libraries by the end of 2003. The grants are part of the foundation's U.S. Library Program, which is working to increase computer, Internet and digital access to low-income patrons. There were two options available to New Hampshire Public Libraries based on eligibility determinations.

Libraries with 10% or more of their service population in poverty may apply for an Eligible Library Building Grant. This grant provides funds for the purchase of computers, printers, switches, and wiring. Some libraries may also be eligible for funds for networking equipment and charges. In addition, each library system with at least one library building qualifying for an Eligible Library Building Grant may apply for funds for a content server.

Libraries serving communities with less than 10% of their population living in poverty, according to the Foundation's statistics, qualify for a Purchase Option Grant rather than an Eligible Library Building Grant. The Purchase Option Grant program allows libraries to use their own funds to purchase the same computers and content servers at a reduced rate.

Libraries who take advantage of either initiative receive:

**Technical Support:** The Foundation has a Technical Support Department dedicated solely to supporting libraries that purchase Gates Library Computers. An Eligible Library Building Grant or Purchase Option Grant recipient will receive one year of unlimited technical support.

**Training:** Foundation trainers will be presenting classes to introduce library staff to the software and system configurations included with the Gates Library Computer and content server.

**Publications:** Each library building receiving Gates Library Computers will also receive a set of publications. The publications are specific to the Gates Library Computer and cover computer administration for library staff and application-specific and Internet information for patrons and staff.

**Software:** Gates Library Computers and content servers are pre-loaded with a rich array of software, including office, reference, and children's titles. Selected software can be shared from the Gates Library Computer or the content server to existing public access computers that meet the minimum specifications. Near the end of the technical support period, a limited set of software titles can be upgraded.

In June of 2002 an eligibility list of NH Public Libraries was released. Five libraries were eligible for one-computer grants, 19 eligible for two-computer grants, 23 eligible for four-computer grants, 1 for a six-computer grant and 190 libraries were eligible for the purchase option grant. The applications will be reviewed in September 2002 and award determinations released in October.

As a compliment to this program the state library plans to apply for grant monies in the near future to establish a training lab and education programming for computer recipients and patrons.

## **Reference Services**

*Submitted by John McCormick, Supervisor*

The Reference and Information Services Section provides reference and Interlibrary Loan services to legislative and state employees, public, school and special libraries and the general public. The Reference and Information Services Section of the NHSL also administers the State Library Van Delivery System.

13,175 reference questions were received in FY 02. This represents a slight increase of .37% compared to FY01. In examining how the questions were generated, there are two statistics that are of interest. Questions received over the telephone decreased by 13% and questions received via e-mail increased by 26%. It would appear that some people are now using the Internet rather than the telephone when they need information on New Hampshire. They are using "Ask the Librarian" on Webster to request the information. The overall breakdown of how questions are received is provided below.

<b><u>Type</u></b>	<b><u># of Questions</u></b>	<b><u>% of Questions</u></b>
<b>Walk-in</b>	<b>4784</b>	<b>36%</b>
<b>Telephone</b>	<b>4994</b>	<b>38%</b>
<b>Mail</b>	<b>192</b>	<b>2%</b>
<b>E-Mail</b>	<b>3205</b>	<b>24%</b>
<b>Total</b>	<b>13,175</b>	<b>100%</b>

Reference question sources showed some changes in the past year. The numbers below represent an increase in individual (+1%) and out of state (+15%) questions and a decrease in all other categories. As demonstrated in the table, the Individual category represents the greatest majority of questions asked. It should be noted that the Out of State category is under-represented in these statistics, as this category is only noted if patrons have voluntarily identified their state of residence. In most cases people do not provide this information; as a result the majority of requests are placed in the Individual category.

<b><u>Source</u></b>	<b><u># of Questions</u></b>	<b><u>% of Questions</u></b>
<b>State Agency</b>	<b>324</b>	<b>2.8%</b>
<b>Legislators/staff</b>	<b>56</b>	<b>.4%</b>
<b>Public Library</b>	<b>501</b>	<b>4%</b>
<b>Other Libraries</b>	<b>116</b>	<b>.8%</b>
<b>Individuals</b>	<b>10,687</b>	<b>81%</b>
<b>Out of State</b>	<b>1491</b>	<b>11%</b>
<b>Total</b>	<b>13,175</b>	<b>100%</b>

In regard to the type of question, the General Reference category decreased by 1% and Genealogy/NH History questions increased by 8%.

<b>Type</b>	<b># of Questions</b>	<b>% of Questions</b>
<b>General Reference</b>	<b>10,870</b>	<b>83%</b>
<b>Genealogy</b>	<b>2,305</b>	<b>17%</b>

There is a register in the NH Room that is used primarily by genealogists. Patrons voluntarily sign the register providing their name and address. Statistics from this register were compiled for FY2002. 34 states were represented with the top 12 listed below.

<b>New Hampshire</b>	<b>1189</b>
<b>Massachusetts</b>	<b>110</b>
<b>Maine</b>	<b>41</b>
<b>Florida</b>	<b>37</b>
<b>Vermont</b>	<b>26</b>
<b>New York</b>	<b>23</b>
<b>Connecticut</b>	<b>21</b>
<b>Pennsylvania</b>	<b>20</b>
<b>Virginia</b>	<b>18</b>
<b>California</b>	<b>17</b>
<b>Arizona</b>	<b>10</b>
<b>Michigan</b>	<b>10</b>
<b>Other States</b>	<b>87</b>

<b>Total</b>	<b>1609</b>
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In addition, five countries were represented: Australia (1), Canada (11), China(1), England (1), and Nicaragua (1).

In terms of visits by month, May through August were the busiest for people visiting from out of state, with August by far the most popular month for out of state visitors. January through June and October were the busiest months for those coming from New Hampshire.

	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>June</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
<b>In NH</b>	<b>116</b>	<b>105</b>	<b>116</b>	<b>107</b>	<b>102</b>	<b>104</b>	<b>97</b>	<b>65</b>	<b>72</b>	<b>117</b>	<b>68</b>	<b>84</b>
<b>Out of State</b>	<b>17</b>	<b>13</b>	<b>17</b>	<b>37</b>	<b>55</b>	<b>56</b>	<b>53</b>	<b>191</b>	<b>33</b>	<b>45</b>	<b>18</b>	<b>17</b>
<b>Total</b>	<b>133</b>	<b>118</b>	<b>133</b>	<b>138</b>	<b>157</b>	<b>160</b>	<b>150</b>	<b>166</b>	<b>105</b>	<b>162</b>	<b>86</b>	<b>101</b>

### ***Circulation***

Circulation increased by 2% for a total of **10,305** in FY02. Listed below are the statistics broken down by the type of borrower. There was a slight increase in all categories with the exception of Legislators which decreased by 16%.

<b>Type of Borrower</b>	<b># of Books</b>	<b>% of Total</b>
<b>Libraries</b>	<b>4,607</b>	<b>44.7%</b>
<b>Individuals</b>	<b>4,125</b>	<b>40%</b>
<b>State Employees</b>	<b>994</b>	<b>10%</b>
<b>Out of State Libraries via ILL</b>	<b>549</b>	<b>5%</b>
<b>Legislators/Staff</b>	<b>30</b>	<b>.3%</b>
<b>Total</b>	<b>10,305</b>	<b>100%</b>

### ***Interlibrary Loan***

The number of books loaned increased by ½ % and the number of books borrowed decreased by ¾ % compared to FY 01.

<b>Materials Loaned</b>	<b>5,470</b>
<b>Materials Borrowed</b>	<b>270</b>

### ***Use of the Collection***

In addition to the number of items circulated, the number of items retrieved from the stacks is also counted. This statistic provides an estimate of the titles used in the building but not necessarily circulated. There was a 15% decrease from the previous fiscal year.

#### **Number of Items Retrieved from the Stacks – 13,481**

The decrease is due in part to the fact that many of the genealogical resources have been placed in the NH Room with direct access by the patrons. They do not have to be retrieved. In addition, only the pages keep count of the items retrieved. Often, items are retrieved by reference librarians and are not included in this count. For example, town reports which are now located in the balcony shelves in the NH Room are often retrieved by the Genealogist and/or Reference Librarians. Counting the number of items returned to the shelves may provide a more accurate count of the number of items used in the library.

### ***Shifting***

In addition to retrieving and shelving items, the Pages (Library Assistants II) with the help of Jarod Reinhard (4/5 van driver) shifted the collection so that it was back in Dewey Classification order. During the Elevator Project in 1996, shelving was permanently displaced and as a result the collection was temporarily (for about five years) out of order. Just after the collection was put back in order, additional temporary shifting of books was done for the Sprinkler Project.

## *Van Delivery Service*

This service supports statewide interlibrary loan activities by making deliveries and pickups from 180 libraries. Libraries receive delivery either once, twice or three times a week, depending upon their volume of interlibrary loan transactions. An additional 100 libraries receive van service via one of the 180 libraries that receive direct service. Materials for these libraries are dropped off at a designated library that receives direct service.

There are four full-time drivers. In addition, four staff members (two from the Technical Services Section) each drive a short route one day a week. Six staff members and one contract driver substitute for the regular drivers when they are on vacation or sick leave.

Six vans are used to provide the service. A new van was purchased this fiscal year, replacing an older model, which was sent to surplus. The number of miles driven to support the van service is provided below:

**Weekly Mileage = 3,954**  
**Annual Mileage = 197,700**

The number of books and other material picked up and delivered are not compiled on a daily basis due to the time it would take for a driver to keep track of each library. Instead, interlibrary loan statistics and a survey taken one week in April of material picked up by the van service are used to estimate the volume that is delivered via the van service.

Using public library interlibrary loan statistics (# of books loaned) in calendar year 2001 and doubling the figure (sent and returned on the van), **146,446 books** were delivered on the van. However, this figure does not include high schools and colleges that send and receive materials via the van service. It also does not include other materials, such as envelopes and boxes that are sent via the van.

In one week in April 2002, the van drivers counted every item that they picked up from libraries. The count provided by category for the week was extrapolated to an annual statistic (multiplying the weekly figure by 50 for 50 working weeks).

### *Material Category*

	<b>Books</b>	<b>Videos</b>	<b>Envelopes</b>	<b>Boxes</b>	<b>Total</b>
<b>Week</b>	<b>4,281</b>	<b>323</b>	<b>490</b>	<b>77</b>	<b>5,171</b>
<b>Annual</b>	<b>214,050</b>	<b>16,150</b>	<b>24,500</b>	<b>3,850</b>	<b>258,550</b>

It should be noted that in addition to libraries sending non-book material to other libraries, the van service is also used by state agencies and non-profit organizations to distribute material to public libraries. Posters and multiple copies of brochures are sent to libraries as a method of keeping the public informed of a state agency's or organization's programs and services. Nineteen shipments of materials were sent to public libraries by state agencies (e.g. New Hampshire Departments of Education, Health and Human Services, and Employment Security) and twelve shipments by other organizations (e.g. New Hampshire Historical Society, NH Library Association, NH Writers Project).

## ***Last Copy Center***

The goal of the Last Copy Center is to preserve older, quality titles that might be weeded from library collections due to space or usage concerns. The NHSL Last Copy Center is located in a storage facility in Manchester. It currently contains approximately 5,000 adult fiction titles that have been donated by New Hampshire libraries. All titles are listed in the online statewide union catalog and available for interlibrary loan.

## ***Article Express***

The number of requests for periodical articles via the Article Express service decreased by 19%. Requests from public libraries decreased by 76% and accounted for the decrease in requests. School library requests increased by 5%.

### **Source of Requests**

<b>Public Library</b>	<b>58</b>
<b>School Library</b>	<b>735</b>
<b>Other Libraries</b>	<b>54</b>
<b>Total</b>	<b>847</b>

Through the use of SerialSolutions software, a list of periodicals available through the State Library was placed on the Web along with instructions on how to use the Article Express Service.

SerialSolutions compiles a list in HTML format of all full text periodicals to which the library subscribes (e.g. Ebschost, Education Index, Library Literature). In addition, library's print holdings were added to this list.

## ***Electronic Book Reading Devices Demonstration Project (eBook)***

The purpose of this project is to introduce electronic book reading devices to public libraries. The information provided by this eBook Project will enable public libraries to determine whether or not they want to provide electronic books and/or electronic book reading devices to their patrons. This project covered several fiscal years and the summary is provided here by year.

The following items were accomplished in **FY 2001**:

1. A staff member attended the Third Annual Electronic Book 2000 Conference and Show, sponsored by the National Institute of Standards and Technology -- Information Technology Laboratory and the National Information Standards Organization held in Washington, DC on September 25- 27, 2000.
2. A web page was created to keep libraries informed about eBooks. It contains links to manufacturers of eBook reading devices, publishers and vendors that sell eBooks, conferences on eBooks, other web sites that contain information on eBooks, and a list of articles on the topic.
3. A presentation on eBooks and the eBook Project was given at the Fall 2000 conference of the New Hampshire Library Association.

4. Ten RCA REB 1100, and RCA REB 1200 ebook reading devices were purchased. In addition, 10 HP Jornada pocket PCs with Microsoft's Reader software were also purchased.

5. Titles were purchased and loaded onto the RCA 1100 and 1200 reading devices. Free titles were downloaded to the pocket PCs.

6. Tote bags were purchased to be used to distribute the devices to the libraries.

In **FY 2002**, three workshops were held on January 18<sup>th</sup>, April 5<sup>th</sup> and June 21<sup>st</sup>. They were attended by a total of 39 librarians representing 22 libraries.

The workshop covered a brief history of eBooks, current and future activity; a review of information available on eBooks highlighting the eBook web page; and a discussion of what other libraries were doing with eBooks. This was followed by distributing a set of the three eBook reading devices to the staff of each library attending the workshop. The functions of each device were demonstrated in the hands-on portion of the workshop. The devices were loaned to the libraries for seven weeks, which allowed staff at the libraries to use the devices to read a book and also introduce the devices to patrons in the library.

Additional workshops will be held in FY 2003.

The LSTA and other funds were allocated as follows:

***Items Purchased with LSTA Funds***

10	RCA REB 1100 (monochrome) eBook Reading Device @ \$300	\$3,000
10	RCA REB 1200 (color) eBook Reading Device @ \$700	7,000
1	HP Jornada 520 pocket PC	320
10	HP Jornada 527 pocket PC @ \$429	4,290
27	eBooks purchased via Barnes and Noble for RCA 1100	357
	Attend eBook Conference sponsored by US Dept of Commerce in Washington DC	633
		TOTAL LSTA \$15,600

***Items Purchased with Other Funds:***

	9 Tote Bags to hold one RCA 1100, 1200, and pocket PC @ \$19.96	\$179
34	Books and magazine eBooks from Powells for RCA 1200	323
		TOTAL OTHER FUNDS \$502



## ***BookBag Program***

The New Hampshire Book Bag Program is a joint project of the New Hampshire State Library and the New Hampshire Humanities Council. The Book Bag Program provides collections of literature to book discussion groups in New England (first preference is given to New Hampshire customers).

Due to the current popularity of library sponsored book discussion groups, in calendar year 2002, multiple copies of **175 titles** circulated, an increase of 31% over 2000. Fifty-two libraries borrowed at least one title and five other groups (one school, two out of state libraries, and two senior groups) also borrowed a title. The New Hampshire Humanities Council added 40 titles (a total of 1366 copies) to the program.

## ***Equipment***

Public Photocopiers – NHSL changed vendors from Copico to Conway. (11/01)

Microfilm Cabinets – Six Gemtrac microfilm cabinets were obtained from Dartmouth College as a gift. These replaced older microfilm cabinets in the NH Room and on the basement mezzanine. Four of the cabinets were placed in the NH Room and two were placed in the Supervisor's office. (2/02)

Microcard Reader - a new reader to be used to view microcards was purchased. (6/02).

Scanner – A scanner was purchased and placed in the Reference Office to be used by both Reference and Information Services Section and the Special Libraries Section.

PCs – Five new PCs were purchased for the Reference Office, one for the Supervisor's office, and one for the Genealogy desk. In addition, three PCs with flat screen monitors were placed at the Reference and Circulation Desks. The PCs replaced at the Reference Desk were installed in the Circulation office.

Public Access PCs – Two privacy screens were purchased and Clean Slate software (Fortress) was installed on all four PCs. This software prevents patrons from reconfiguring the PCs. After no activity for 15 minutes, the software automatically reboots the PC and restores it to its original settings.

## ***State Library Publications***

**Issues and Trends** – A newsletter highlighting resources on state issues available at the State Library. Edited by David Sturges, five issues are published each year and sent to all members of the New Hampshire House and Senate.

**New Hampshire Index** – An index to New Hampshire newspaper and periodical articles on state issues, culture and history. Presently available only at the State Library, it will be made available on the Web in FY2003. Zelda Moore is the editor.

**Indexes to NH Session Laws and the House and Senate Journals** – Narrative subject indexes compiled by Jane Lyman and included in the bound volumes of these publications

**New Hampshire Almanac** - A compilation of statistical, governmental and historical resources about the State of New Hampshire.

**Checklist of State Publications** - An annual list of state agency publications.

**Monthly shipping list of state publications** - A monthly list of state agency titles received by the New Hampshire State Library and distributed to selected public libraries as part of the Depository Program

**New Hampshire Library Laws** - A compilation of New Hampshire laws intended primarily for use by librarians and library trustees. An update is issued each year. Zelda Moore is the editor.

**ILL Protocol Manual** - The protocols governing interlibrary loan between NHAIS libraries.

**NH Public Library Standards** - Proposed standards for the statewide development system.

**Directory of New Hampshire Libraries** - A directory of the public, academic, government, and special libraries in the state.

**NH Public Library Statistics** - Information about the annual library statistics reports including the forms for current filings and the statistical analysis of previous years.

**NH Library Jobline** – Lists library positions that are available in New Hampshire on the State Library’s web site. Updated weekly, it is maintained by David Sturges.

**Library Services and Technology Act State Plan** - A comprehensive program for the promotion and improvement of library services for the people of the State of New Hampshire through the use of local, state and federal resources.

**Writing A Library Technology Plan: Assistance For New Hampshire Libraries** - A basic guide to assist your library in writing a technology plan. It includes sample plans from three New Hampshire Libraries.

**Statewide Book Bid** - A multivendor contract to provide all libraries in New Hampshire with the best possible price from publishers.

**Granite State Libraries** - A newsletter of the New Hampshire State Library providing news in brief for public, school, academic and special libraries in New Hampshire.

**Once and Future Librarian** - An occasional newsletter of the Library Development Services Section providing information to stimulate, encourage, and assist in the development and improvement of public, school, academic, and special library services in New Hampshire.

**Granite Bits** - An occasional newsletter of the Bureau of Services to Persons with Disabilities

**Genealogy** – Various brochures and flyers on the genealogical resources of State Library.

**Books About New Hampshire** - A selected, annotated bibliography of books about New Hampshire, both fiction and nonfiction.

**New Hampshire Authors** – A list including NH authors both living and dead. When possible, author's birth and death dates and town of residence are included.

### ***Web Pages:***

**NH Newspapers on the Internet** – Lists NH newspapers that are available electronically and provides a description of the information that is provided by each newspaper and how to find it. Accessible through Webster, the page is maintained by David Sturges.

**eBook Project** – This Web page accessed from the State Library web site provides information about eBooks, and eBook reading devices via links to variety of commercial and library web sites. Maintained by David Sturges with contributions from John McCormick.

## *Continuing Education*

The following is a list of continuing education activities that were attended by staff members.

Debora DeCota      NELINET workshop on OCLC ILL on the Web (2/7/02)

Jane Lyman      Introduction to Computers (3/26/02)  
EbscoHost training (5/7/02)  
Advanced Windows (5/22/02)

John McCormick      Virtual Reference Teleconference, Part 1 (3/24/02)  
Virtual Reference Teleconference, Part 2 (4/19/02)  
EbscoHost training (5/7/02)

Ruby Matott      Customer Service (11/16)  
NELINET Workshop on OCLC ILL on Web(2/7/02)

Zelda Moore      Gentech Library Day, Boston (1/24/02)

Debora Rialland      Introduction to NHAIS  
Dewey Decimal System (11/13/01)  
Defensive Driving (1/10/02)

Charles Shipman      Defensive Driving (1/10/02)  
NELINET workshop on scanning (2/4/02)  
Virtual Reference teleconference (3/24/02)  
Ebschost training (5/7/02)  
NHLA Spring Conference (5/14-15/02)  
Online Seminar – OCLC's Question/Point (5/21/02)  
NELINET Convey Virtual Reference Software Demo  
(6/14/02)

David Sturges      NELA Fall Conference (10/1-2/01)  
NELINET workshop on Customer Service (4/4/02)  
NHLA Conference (5/15/02)  
READS Conference on Problem Patrons (6/7/02)

## **Technical Services Section**

*Submitted by Eleanor O'Donnell, Supervisor*

### ***Cataloging:***

As in any library, the Technical Services Section is continuously busy ordering, receiving, cataloging, and repairing books and other media. In addition to processing new titles, the Section was involved in cataloging several special collections, including collections for the Last Copy Center, the New Hampshire Political Library, Best Schools Initiative, Family Resource Connection, the Children's Historical Collection and books and videos for the Library Services to Persons with Disabilities Section.

### ***State Depository Library Program:***

The State Depository Library Program was established in 1973 by the state legislature to ensure that the public has access to its Government's information. The State Library is a depository for printed publications issued by all state agencies and designated legislative publications. These print publications include any document, compilation, register, pamphlet, list, book, report, memorandum, hearing, leaflet, order, regulation, directory, periodical, or serial issued by state constitutional officers, or any department, division, commission or other agency of the state. All executive agencies of the state government are required by law (RSA 202-B) to provide the State Library with 25 copies for the depository. In addition to the three copies housed at the State Library, copies are sent to 21 depository site libraries throughout New Hampshire and one copy goes to the Library of Congress. Each library provides local, no-fee access to government information in all formats as part of the reference and information services provided to the public. Technical Services is also responsible for sending out the New Hampshire Session Laws to state agencies, libraries on the Gift and Exchange Program, and to those public libraries and town clerks who request them. "

It is important to provide copies of state documents to the State Library because not only does it make this information available to any one who needs it, it also ensures that a copy will always be available to your agency. If you have questions about the State Document Depository Program, call Eleanor O'Donnell at 271-2429.

### ***FDLP Program:***

The Federal Depository Library Program (FDLP) was established by Congress to ensure that the American public has access to its Government's information. The New Hampshire State Library receives government information at no cost from the Government Printing Office. As part of the reference and information services provided to the public, the library provides local, no-fee access to government information in all formats in an impartial environment with professional assistance.

During fiscal year 2002, Technical Services took responsibility for checking in and processing the federal documents received on deposit (formerly administered by the Electronic & Government Resources Section). Due to lack of space in the SuDoc area, some of the older titles were put back into the Dewey collection. Each new title was cataloged and added to the State Library online database.

## **Summary of Activities & Changes**

### ***Cataloging***

At the beginning of the fiscal year, the Technical Services Section was short staffed when Library Technician Linda Boucher, left after 14 years at NHSL. On July 27, a second cataloger, Sarah Wiegard, joined the staff. In addition to her cataloging duties, she helped with acquisitions work until we hired Cathy Mayo in October.

Sally Pore moved to Technical Services to work on various projects, such as State Library database cleanup, retrospective conversion, New Hampshire newspaper database, cataloging materials from the New Hampshire Arborists Association, and identifying New Hampshire authors and illustrators in the Children's Historical Collection.

Senior cataloger Diane Callahan took over responsibility for overseeing updates and title changes to the serials and cataloging the New Hampshire State government publications. Diane and Aline Zappia also prepared the monthly shipping lists sent with the shipments of state documents to the state depository libraries.

### ***Printing***

As of January 2002, the *Granite State Libraries* newsletter was no longer printed, but was issued electronically. Clint Jackson (printer) was busy with other jobs, such as *Granite Bits*, *NHLA newsletter*, *Issues & Trends*, Catalogs and registration forms for EGIRS courses, various forms for Reference and Information Services, Children's Book Reviews lists, World War II Posters Bibliography, *New Hampshire Library Laws; Kids, Books and the Arts*; bibliographies for FRC and BSR.

On March 1, 2002, Frank Boucher and the Mail Room responsibilities were moved to Administration. Clint covers Frank's mail room and van route duties when he is on vacation and days off. Aline also fills in for him doing the in-house mail pickup when both men are off.

### ***Other Developments***

The New Hampshire Arborists gifted to the State Library over one hundred titles in various formats as a core collection for the state arborists to consult. Two copies of each title were cataloged, one being marked non-circulating.

In April 2002 the Poetry Society of New Hampshire handed over their archives to be stored and cataloged at the State Library.

The Children's Historical Advisory Committee met several times, and made the decision to weed the collection, and recommended that the collection contain only New Hampshire and New England items, and the Great Stone Face Award books. Technical Services worked with the pages to pull out those items to be relocated in another stack area.

Eleanor and Sarah attended the New Hampshire Libraries Conference at the Center of New Hampshire in Manchester in May 2002.

At the Spring Conference of NHLA, in May, 2002, Sally Pore was the co-presenter of a program titled "An overview of techniques for interacting with patrons who have physical disabilities."

### ***Technical Services Staff FY 2001/2002***

Diane Callahan, Senior Cataloger  
Sally Pore, Librarian I. (part time)  
Cathy Mayo, Library Technician  
Clint Jackson, Printer

Sarah Wiegard, Cataloger  
Pat Stanger, Library Technician  
Aline Zappia, Library Assistant  
Frank Boucher, Mail Room Clerk II

## *Technical Services Statistics*

Fiscal Year 2001/2002

### **Volume statistics**

Items Purchased	1705
Items Donated	3504
FRC Purchased	335
Best Schools Purchased	34
NH Docs items Distributed to Depository Libs	469
Monograph vols. added	2152
Serial vols. Added	786
NH Docs monographs and serials added	527
US Docs monographs and Serials added	1175
Items Discarded	520
ESL Discarded	716
Microform titles added	2220
Videos added	411
Other media	125

### **Cataloging statistics FY 2001/2002**

General collection	930
Library Science collection	150
Recon titles	4379
Children's Historical	90
Handicapped Large Print	339
Handicapped Videos	32
FRC Collection	340
Best Schools Resource	48
Political Library	182

### **Original Cataloging contributed to OCLC**

Books	319
AV material	88 (60 of these for FRC)

### **Mail and Print Room Statistics**

-	
Books mailed	2476
Boxes Mailed	87
Videos Mailed	590
Bulk Mailings	11
Bulk Mail Pieces	6769
First Class Mailed	6345
Printing Orders	115
Sheets Produced	340,525
Masters Produced	566

## **NHSL – Network Services Annual Report FY01-02**

*Contributed by Mary A. Russell, Librarian*

During this fiscal year Network Services continued to support cataloging and resource sharing in New Hampshire through our ongoing support and development of the NHU-PAC. We also undertook several projects to prepare for the purchase and implementation of a new statewide union catalog and electronic ILL system.

### ***New NHU-PAC Preparation***

Network Services staff worked on the Next Generation Committee to select a new system. The new system is expected to be accessible to NHAIS libraries through a web interface and will require no specific type of software or platform in order for libraries to use it. The system will also provide the public with a modern web-based catalog that will help them find out about the resources of New Hampshire's libraries. It is anticipated that the New NHU-PAC will replace the Galaxy system entirely by the end of 2002. Funding for the new system was approved on July 5, 2001 as part of NH 25. A Request for Proposal was issued by the Next Generation Committee on August 30, 2001. This request was developed based on the input received from members of the NH library community through a survey, discussions held at library meetings, and suggestions made by users of the current Galaxy system. The Next Generation Committee attended a variety of system demos, reviewed the proposals of several vendors and in December 2001, settled on epixtech as the vendor that could best meet the needs of NHAIS libraries. Governor and Council approved the epixtech contract on May 15, 2002, and a committee was formed to guide the implementation process. This committee was made up of representatives from NHAIS including libraries with a variety of different local systems. Mary Russell was selected to chair the committee, which had its first meeting on February 26, 2002.

Network Services staff also undertook two separate projects during this period that should help to facilitate a smooth transition to the new NHU-PAC.

All New Hampshire libraries (except for elementary and middle schools) that were included in the various lists, files, and directories of NH libraries were contacted by mail and asked to re-register with NHAIS. When the time comes to assign passwords for the new system and to contact libraries about training, this updated information will allow us to be sure no one is missed. Each library that did not return the registration form was sent a reminder notice. After the second wave of notices, libraries that still did not respond were contacted by telephone. At the end of the project there were 375 separate libraries registered with NHAIS. This group of libraries includes approximately 60% public libraries, 20% schools. The remaining 20% is made up of colleges, special libraries, and government agencies.

The second project involved removing extraneous data from the control numbers of the records in the Galaxy system. When the transition was made to the Galaxy system a data load problem resulted in damage to 75,000+ bibliographic records. Over the course of the year all of these records were identified and individually edited to remove the extraneous control number data and clean up the holdings tags of these records which had also been damaged in the original data load. We received assistance in this project from the NH Department of Corrections.

## ***Ongoing System Support***

During this fiscal year Network Services staff added 205,694 holdings to NHU\_PAC records including 981 holdings for non-English materials. New Hampshire Correctional Industries, after a temporary shutdown, printed 123,695 catalog cards on our behalf for distribution to the 76 NHAIS libraries that need them.

## ***TRAINING***

Network Services staff taught several classes during this fiscal year. Basic NHAIS courses were offered at both the State Library in Concord and at the North Country Office in Lancaster. These included *Intro to Supercat*, *Printing Cards using Supercat*, and *Introduction to NHAIS*. We also taught two basic cataloging skills courses: *MARC Basics for Books*, and *Introduction to the Dewey Decimal Classification*.

During FY2000-2001 Network Services staff developed a series of courses on using the OCLC cataloging system: Intro to OCLC Cataloging, Basic OCLC Searching, Advanced OCLC Searching, and Copy Cataloging with CatME. These courses were offered again during the Fall of 2001. These OCLC courses were developed as part of a reorganization of the NHAIS OCLC project. This project provides an opportunity for NHAIS libraries to locate cataloging records directly on the OCLC WorldCat database and add them to the NHU-PAC for use by all NHAIS libraries. The reorganization project was undertaken to improve the skills of the project participants and thus lower the costs to the State Library for this program.

## ***HELP DESK***

The NHAIS help desk offers New Hampshire libraries an easy way to ask whatever questions they may have about the use of the NHAIS system. Calls that could be immediately resolved were not tracked during this time period. When a call requires follow up (either sending material out to the caller or doing further research on the question) then the call is logged. During this fiscal year we logged over 500 calls to the Help Desk

In addition we visited 18 individual libraries to provide one-on-one training and software assistance to library staff who were new to Supercat or were having trouble using the system.



## ***Electronic and Government Information Resources Section (EGIR)***

*Submitted by Theresa Paré, Supervisor*

This Section continues to be responsible for the development and maintenance of *Webster*, the “official locator service” of New Hampshire State Government. In addition to *web hosting and maintenance services*, EGIR also manages a variety of *e-mail discussion lists* for the library community and state agencies, a number of *databases* for public use, hosts *workshops* for NH Librarians, and assists libraries to take advantage of *e-rate discounts*. This department is also responsible for the administration of the *Patent & Trademark Depository Library Program*. Administration of the *Federal Depository Library Program* was moved to the Technical Services department during FY’02.

### ***Webster***

New Hampshire’s State Website, known as [Webster: New Hampshire State Government Online](#), provides citizens with a one-stop approach to locate information from and about the state of New Hampshire. Webster makes it possible for citizens who do not understand the bureaucracy surrounding government to easily locate state information and resources. This citizen’s portal is organized around how a person interacts with government rather than by department hierarchy.

Webster welcomes more than 500,000 virtual visitors to our site every month. Those visitors view more than six million pages containing state government information and resources.

### ***Web Site Development***

The State Library provides assistance to New Hampshire State agencies in web site development. EGIR staff members provide development, consultant, hosting and maintenance services to personnel from other State departments, agencies, boards and commissions regarding their web sites.

In FY02, the State Library began an infrastructure upgrade for the server that supports Webster. While not yet complete, the new hardware and software will provide a more robust computing environment. It is also designed to provide more sophisticated business continuity and disaster recovery provisions than the existing infrastructure.

EGIR staff provided web site maintenance services for more than 40 state agencies, and the current infrastructure currently hosts more than 65 web sites for state agencies. In addition, EGIR staff have begun working with state agency personnel to make more information available in dynamic and interactive ways. This includes resources such as the Board of Registration in Medicine’s “Physician Finder” and the State Council on the Arts “Artist Roster”.

The State Library also took a lead role in the development of statewide web accessibility standards. All state agency web resources must meet minimum criteria to be accessible to people using a variety of adaptive technology. Just as state government buildings must be accessible to all, so too must their electronic resources.

## ***Online Databases***

NHewLINK is the Granite State's information connection. The State Library has signed contracts with various vendors to provide access to a variety of resources. There are materials available for all age groups and interests. The resources available have been selected by New Hampshire librarians to meet the information needs of all age groups. In addition to in-library use, most of the databases are also available for your patrons and students to use at home.

NHewLINK is fully funded by the state library so there is no impact to local budgets. Providing these resources free of charge to more than 700 libraries and schools state-wide ensures that reliable and up to date information is equally available to everyone at a much better value for the dollar.

A list of databases offered is attached at the end of this section.

## ***Workshops and Training Programs***

EGIR continues to offer to all New Hampshire librarians a wide range of full and half day workshops focusing on library-based applications and the Internet. Designed to improve the electronic literacy skills of NH librarians, topics covered include Internet resources, databases, and library applications. Workshops are held at the State Library's computer lab and using the mobile training lab at the State Library's North Country Office. Workshops are also provided at local libraries and schools upon request. More than 60 workshops provided over 450 librarians with the skills required to use electronic resources more effectively.

For a listing of courses offered during FY 02, please see section IX of this report.

## ***E-Rate Discounts & Technology Planning***

New Hampshire schools and libraries are eligible for discounts of 20%-90% on telecommunications services, internal connections, and Internet Access.

As the certifying authority for technology plan approval through the E-Rate Program, The State Library stands ready to assist libraries applying for this federal program, and provides a manual entitled [\*\*Writing A Library Technology Plan: Assistance For New Hampshire Libraries\*\*](http://www.state.nh.us/nhsl/egir/erate.html) available at <http://www.state.nh.us/nhsl/egir/erate.html>

Further information about the E-Rate program may be obtained at <http://www.sl.universalservice.org/>

## ***Patent & Trademark Depository***

As a Patent and Trademark Depository Library (PTDL), the New Hampshire State Library is part of a nationwide system of libraries that has been designated by the U.S. Patent and Trademark Office (PTO) to collect and make available patent and trademark information. Patent and Trademark search information is in both print and computer format. It is possible to do preliminary patent and trademark searching at the New Hampshire State Library.

## ***Staff Professional Development***

<b>Conference/Workshop</b>	<b>Staff</b>
Technical Support Specialist Program	Marta
Customer Service Workshop (NHLA)	All
GILS Seminar (AZ)	Terry, Marta
ADA Issues for Libraries (NELINET)	Diana
Technology Planning Workshop	Diana
Web Usability Conference	Diana, Linda
HTML II (Microsmart)	Linda
DHTML (Microsmart)	Linda
Introduction to Javascript (Microsmart)	Linda
Train the Trainer E-Rate Workshop (DC)	Terry



The New Hampshire State Library is pleased to provide your library with an outstanding collection of databases as part of the NHewLINK project.

### Newspapers

#### **The Union Leader & NH Sunday News**

Audience: Middle School and Up

Access: Library and Remote

Content: The full-text of the daily newspaper since 1989

#### **Newspaper Source**

Audience: Middle School and Up

Access: Library and Remote

Content: Provides full-text for regional US newspapers, newswires, newspaper columns as well as other sources. Also contains indexing and abstracts for national newspapers

### **Magazines and General Reference**

#### **MasterFile Premier**

Audience: High School and Up

Access: Library and Remote

Content: Provides full-text for over 1,900 periodicals covering nearly all subjects including general reference, business, health, and much more.

#### **MAS Ultra: School Edition**

Audience: High School and Up

Access: Library and Remote

**Content: Provides full-text for over 515 general interest and current events magazines.**

#### **Academic Search Elite**

Audience: Adult

Access: Library and Remote

Content: Provides full-text for more than 1,700 journals covering the social sciences, humanities, general science, multi-cultural studies, education, and much more.

#### **Middle Search Plus**

Audience: Middle School and Up

Access: Library and Remote

Content: Provides full-text for over 145 magazines covering general topics appropriate for middle and junior high school students

#### **TOPICsearch**

Audience: Middle School and Up

Access: Library and Remote

**Content: Explore social, political and economic issues, scientific discoveries and other popular topics. Contains more than 400,000 full-text articles selected by teachers and librarians, an online dictionary and more than 2,500 diverse reference sources including newspaper, biographies, opinion polls, book reviews, and government information**

#### **Primary Search**

Audience: Elementary School and Up

Access: Library and Remote

Content: Provides full-text for 57 children's magazines and over 100 children's pamphlets, designed for the elementary school student.

#### **Best of the Internet**

Audience: All

Access: Library and Remote

**Content: A resource compiled and maintained by the NH State Library to aid librarians, media specialists, teachers and the general public to locate quality information on the Internet.**

#### **Searchasaurus**

Audience: Elementary School and Up

Access: Library and Remote

**Content: A colorful and easy to use search interface for elementary and middle school students. It includes Primary Search and Middle Search Plus as well as EBSCO Animals and Funk and Wagnell's New World Encyclopedia**

### **Business Resources**

#### **Business Source Elite**

Audience: High School and Up

Access: Library and Remote

Content: Provides full-text for more than 1,000 journals covering business, management, economic, finance, banking, accounting and more

## **Genealogy & History Resources**

### **AncestryPlus**

Audience: High School and Up

Access: Library

Content: Provides access to more than 1 billion names, more than 3,000 databases, primary-source documents, images and a variety of genealogical research features including the federal census 1790-1930.

## **Health Resources**

### **Health Source: Consumer Edition**

Audience: High School and Up

Access: Library and Remote

Content: Provides information on many health topics and contains the full-text for nearly 190 journals as well as abstracts and indexing for over 200 general health, nutrition, and professional health care publications

### **Professional Development Collection**

Audience: Adult

Access: Library and Remote

**Content: Provides a highly specialized collection of over 515 full-text journals designed for professional educators**

### **ERIC**

Audience: Adult

Access: Library and Remote

**Content: Contains citations and abstracts from over 980 educational and education related journals as well as full-text of more than 2,200 digests.**

### **Library Literature and Information Science Full-Text**

Audience: Adult

Access: Library

**Content: Contains information on censorship, public relations, preservation, copyright, automation, cataloging and classification, and electronic search.**

## **Books, Library Catalogs, and Reader's Advisory Services**

### ***WorldCat***

Audience: Adults

Access: Library

**Content: The world's most comprehensive bibliographic database with more than 49 million records for libraries across the world.**

### **NHU-PAC**

Audience: All

Access: Library and Remote

**Content: A union catalog of the holdings of more than 300 public, school and special libraries in New Hampshire**

### **NoveList**

Audience: Elementary School and Up

Access: Library and Remote

**Content: A reader's advisory service that provides information and resources on more than 100,000 titles, and 75,000 full-text reviews to help locate the best in fiction.**

## **Questions? Need Help?**

Contact us at [NHewLINK@library.state.nh.us](mailto:NHewLINK@library.state.nh.us) or 603.271.2143. We will be happy to help you with any search or technical assistance you require.

*NHewLINK is funded by the New Hampshire State Library. Additional grant funding from the Institute of Museum and Library Services through the Library Services and Technology Act administered by the New Hampshire State Librarian.*

# THE SPECIAL SERVICES SECTION OF THE NH STATE LIBRARY

*Submitted by Alice Nye, Supervisor*

The NH State Library created a new organizational section during fiscal year 2002 to improve program coordination and to develop supportive library services for special populations. The new Special Services Section brings the Family Resource Connection and the Best Schools Resource Center into one organizational unit.” Sherry Ober was hired in August of 2001 as a Library Associate and Nancy Cristiano was hired in April 2002 to coordinate the Best Schools Resource Center and to provide reference services for the Family Resource Connection.

Alice Nye, coordinator of the Family Resource Connection, was appointed to head this new section. In addition to her expanded management responsibilities, she continues to focus on collection development and providing targeted, responsive reference services as well as exploring other government agencies and populations that will benefit from specially tailored library services. Alice also participated in the Governor’s “Kid’s Cabinet Early Childhood Working Group” and the “Partnership of Early Childhood Special Needs Initiatives.”

The [NH Department of Education](#) first contracted with the NH State Library in FY 2001 to create the Best Schools Resource Center to support the information needs of participants in the [Best Schools Leadership Institute](#). Modeled after the Family Resource Connection, the Best Schools Resource Center provides reference services and informational resources to New Hampshire’s K-12 school community, facilitating continuous educational improvement of participating schools throughout the state. By providing books, videos, reference materials, access to online databases, document delivery, reference assistance, along with training and outreach services, the program is enhancing the work of educators statewide.

The Family Resource Connection, a special library service that began in 1996, serves the informational needs of New Hampshire families of children with special needs and those who work with these families. Funded by the New Hampshire Department of Education and the New Hampshire Department of Health and Human Services, the program’s specialized library collection has grown to over 3500. Circulation continued to grow also; an average of 283 titles were borrowed monthly, an 8 percent increase over last fiscal year.

Special Services staff participated in a number of professional development opportunities this year. Sherry Ober attended New Horizons HTML Level 1 in September 2001, Introduction to HTML at NHSL in October 2001 and Inmagic in February 2002. Nancy Cristiano took part in the New Librarians' Orientation in May 2002

To follow are highlights of the year’s work of the Best Schools Resource Center and the Family Resource Connection.

## Best Schools Resource Center Activities and Accomplishments 2001

- Established and staffed a resource room of education-related materials and electronic resources to support the research needs of participants of the two week-long summer academies in Conway and Nashua, New Hampshire.
- Reorganized and substantially expanded the Best Schools Resource Center's catalog of available books and videos.
- Developed a listing of available file materials by subject.
- Responded to 67 requests for research and reference assistance.
- Circulated 131 Books/Videos from the Best Schools Resource Center's lending library.
- Purchased 145 new books and videos for the Best Schools collection to support the work of the Best Schools participants and teams.
- Enhanced the Best Schools Resource Center's website to include listings of titles of available materials in the following education-related subject areas:
  - Classroom Management & Discipline*
  - Conflict Resolution & Violence Prevention*
  - Early Childhood Education*
  - Emotional & Mental Health*
  - Evaluation, Assessment & Standards*
  - Materials for Parents and Students*
  - Gifted Education***
  - Health, Safety & Nutrition*
  - Management, Organization & School Improvement***
  - Parent & Community Involvement*
  - Professional & Staff Development*
  - Programs, Practices & Curriculum***
  - Self Esteem & Social Skills*
  - Special Education & Learning Disabilities*
  - Technology*
- Enhanced the Best Schools Resource Center's website to incorporate a Materials Request Form to allow for electronic ordering of library materials in addition to ordering by fax, email or toll-free telephone.
- Revised the Best Schools Resource Center brochure and developed a promotional flier to increase visibility and usage of the Best Schools Resource Center.
- Provided articles for the Best Schools Leadership Initiative newsletter to promote visibility and usage of the Resource Center.
- Subscribed to specialized full-text electronic databases for prompt access to current research information concerning school improvement and educational issues. Databases provided were: H.W. Wilson Education Index Full Text; ProQuest; First Search; Ebsco Host Premiere; ERIC E\* Subscribe; and Uncover.

5/2002

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## THE FAMILY RESOURCE CONNECTION SUPPORTS NEW HAMPSHIRE FAMILIES

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The Family Resource Connection opened its doors as a special program of the New Hampshire State Library in the spring of 1996 to operate a statewide library, referral service and clearinghouse of materials and information concerning children, especially young children with special needs. Its purpose is to make available to New Hampshire residents current and useful information on all aspects of caring for, educating, and raising healthy children.

This program has developed into a model of successful collaboration among state departments: it is jointly funded by the Departments of Education, Health and Human Services and the State Library which also provides in-kind subsidy through technical assistance and staffing support. Through this collaborative approach to supporting the informational needs of New Hampshire families and professionals working on behalf of families and children, resources are being consolidated and shared among many different constituencies.

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### HIGHLIGHTS OF THE YEAR

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This year more and more people have turned to the Family Resource Connection to obtain books, videos and other types of materials and information. Activities and accomplishments highlighting the year include the following:

- The lending library grew to a collection of 3532 books and audio-visual materials.
- There were 3452 requests for materials and information.
- 3398 books and videos were borrowed this year by — or to benefit — New Hampshire families.
- The coordinator's position was approved as a permanent full-time state-funded position.
- A half-time reference librarian joined the program.
- The Bureau of Maternal & Child Health became a new program funder.
- Staff and program support was provided to the *Early Learning Lasts a Lifetime* campaign of the Kids Cabinet; and the *Early Connections* child find initiative of the Institute on Disability.

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### CONNECTING PEOPLE WITH INFORMATION & RESOURCES

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During the year the Family Resource Connection responded to 3452 inquiries for information, an average of about 288 inquiries per month. Eighty-three percent of these requests came from professionals who work with families and children; 14% came directly from parents themselves. Requests came from every county in the state. (See Tables 1, 2, and 3)

Requests were 1) for books and videos from the lending library, or for materials from the clearinghouse, such as articles, fact sheets, brochures, etc.; 2) for research on particular topics (the Family Resource Connection provides free research and reference services by professionally trained reference librarians); and 3) for referral information to programs and services (the Family Resource Connection serves as a central referral point assisting callers to find services that may be helpful to their children and families). The three major subjects of calls for assistance were related to disabilities, parenting, and educational concerns.



What sorts of inquiries were made? And who are the people contacting the program for assistance? Here is a sampling from the requests received in the spring of 2002:

- Parent request for information on Mitochondrial Cytopathy
- Early Intervention staff request for referral information for a family moving to Pittsburgh, Pennsylvania
- Occupational Therapist request for articles on the cognitive aspects of dyspraxia
- Parent request for information on Agenesis of the Corpus Collosum
- Parent request for information on advantages of early intervention services for language delays
- Social worker inquiry for a mother's support group in the Nashua area
- Parent educator request for ADHD support group in the Concord area
- Teacher request for information on Connor's Behavior Scale
- Parent request for information about the Katie Beckett waiver
- Request for contact information to discuss concerns about foster children
- Childcare provider request for information to help curtail toddler's biting behavior
- Parent request for childcare options in the Upper Valley
- Headstart teacher request for information on toddler cognitive development
- Parent request for information on non-verbal learning disorder(NVD)
- School request for information on Williams' Creativity Assessment Packet
- Family Support agency request for materials on study skills for elementary/middle school-aged children
- Home visitor request for information on 11Q Minus Deletion Disorder

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## **BUILDING A LIBRARY THAT IS USED**

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First and foremost, the Family Resource Connection is a lending library of books, videos and other materials relating to all aspects of caring for children. Building a vital and current library collection has been a guiding principle to this year's work. Special attention was given to acquire current materials on: early intervention strategies; reactive attachment behavior; special health and behavioral concerns; Spanish language materials; particular developmental disabilities; child care/early childhood education resources; special education; foster care; and child abuse prevention and treatment. The library collection now totals 3532 books and videos.

Of course, there is no point to a lending library collection, no matter how excellent, unless it is accessible and used. To meet those objectives the program 1) has a toll-free number for in-state calls and 2) provides materials to callers at no charge either through providing postage-paid envelopes for free return or by having books and videos returned by the State Library's van delivery service. Circulation of the library's lending materials continued to rise: an average of 283 titles per month were loaned in Fiscal Year 2002, an 8% increase over the previous year. (See Table 3)

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## **VISIT OUR WEBSITE AT: [WWW.STATE.NH.US/NHSL/FRC](http://WWW.STATE.NH.US/NHSL/FRC)**

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Looking for a parenting course? Or perhaps you want to attend a workshop on autism, attention deficit hyperactivity disorder, or the next family childcare conference. Through its website, the Family Resource Connection maintains an online Family and Child Development Calendar of national, statewide and local conferences, workshops, and personal and professional development opportunities that concern children and families.

In addition, the website provides an online catalog of the lending library collection (searchable in various ways); and an extensive online Directory of Early Childhood Services.

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## **CONTACT US – WE’RE HERE TO HELP**

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The Family Resource Connection is located on the first floor of the New Hampshire State Library, 20 Park Street, Concord, NH 03301. The library is open to the public Monday – Friday, 8:00 AM – 4:30 PM. Other ways to contact the program are:

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|---|--|
| • Telephone: 603-271-7931   | • TDD Access: Relay NH:  |
| • Toll free phone (in-state only):<br>1-800-298-4321                          | 1-800-735-2964   |
| • URL: <a href="http://www.state.nh.us/nhsl/frc">www.state.nh.us/nhsl/frc</a> | • Fax: 603-271-2205  |
|   | • E-mail: <a href="mailto:FRC@library.state.nh.us">FRC@library.state.nh.us</a> |

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## **ADVISORY GROUP & STAFF – FY 2002**

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From its beginning, The Family Resource Connection has included as an integral part of its organization an Advisory Group comprised of representatives from public and non-profit organizations to participate in program planning and evaluation and to provide oversight and advice to the program’s Management Team and staff. During Fiscal Year 2002 the Advisory Group and Family Resource Connection staff met two times for discussion, goal setting and program review.

Advisory Group members and the organizations they represent are as follows:

- Denise Corvino, Child Development Bureau, Division for Children, Youth & Families
- Carol Davis, Department of Education
- Carrie Hoeckele, Assett
- Jack Lightfoot, Child & Family Services of NH
- Ruth Littlefield, Department of Education
- Terry Ohlson-Martin, NH Family Voices
- Martha-Jean Madison, NH Family Voices
- Eileen Mullen, Division for Children, Youth & Families
- Debra Nelson, Institute on Disability, UNH
- Joe Perry, Children’s Mental Health Services, Division of Behavioral Health
- Carolyn Stiles, Family-Centered Early Supports & Services, Division of Developmental Services
- Sheryl Tedford, College for Lifelong Learning
- Heather Thalheimer, Parent Information Center

- Nancee Tracey, Hood Center for Family Support

Management team representatives during this year are:

- Ruth Littlefield, Department of Education
- Eileen Mullen, Division for Children, Youth & Family
- Carolyn O'Hara, Division of Developmental Services
- Joe Perry, Division of Developmental Services

Family Resource Connection staff are:

- *Alice Nye, Coordinator*
- *Nancy Cristiano, Reference Librarian*
- *Sherry Ober, Library Assistant*
- *Sheila Dion, Website Manager*

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## INCOME & EXPENDITURES – FY 2002

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### Income:

<i>NH Department of Education</i>	
<i>Division of Instruction</i>	\$ 39,500.00
<i>NH Department of Health &amp; Human Services</i>	
<i>Division of Behavioral Health</i>	\$ 15,000.00
<i>Division of Developmental Services</i>	\$ 24,500.00
<i>Division for Children, Youth &amp; Families</i>	\$ 27,562.00
<i>Office of Community &amp; Public Health</i>	<u>\$ 5,000.00</u>
<b>Total:</b>	<b>\$111,562.00</b>

### Expenditures:

<i>Telephone</i>	\$ 997.13
<i>Office Supplies/Copying</i>	\$ 3,557.53
<i>Postage</i>	\$ 7,728.62
<i>Equipment</i>	\$ 175.00
<i>Marketing</i>	\$ 15,775.52
<i>* Personnel</i>	\$ 51,391.48
<i>Travel</i>	\$ 675.86
<i>Materials/Processing</i>	<u>\$ 12,026.20</u>
<b>Total:</b>	<b>\$ 92,327.34</b>

*\*Personnel expenditure was low due to a staff vacancy;  
excess funds have been rolled over to FY 2003.*

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## LOOKING AHEAD

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Over the past six years, the Family Resource Connection has developed into an active statewide library program serving the information needs of families and professionals throughout the state. There has been gratifying feedback during this time concerning the program's usefulness to New Hampshire families. However, at the same time, there has been an ongoing concern by the Advisory Group, Management Team and staff regarding the Family Resource Connection's long-term sustainability.

The change in the coordinator's position to a permanent State Library staff position supported by state funds serves as an encouraging sign of the program's future viability. This achievement, together with the support of its present and future funders, will enable the Family Resource Connection to develop further into a more visible and more widely available library and information resource supporting New Hampshire families in their most important work — that of raising safe, happy and healthy children.

**Table 1**  
**Source & Subject of Inquiries**  
**FY 2002**

<u>Inquiries</u>	<u>Percentage</u>
<b><u>Source of Inquiry</u></b>	
Professional	83
Parent/Caregiver	14
Student	2
Other/Unknown	1
<b><u>Subject of Inquiry</u></b>	
Disabilities	69
Parenting	9
Education	8
Child Care	6
Health	3
Social Welfare	2
Other	3

**Table 2**  
**Percentage of Requests by County**  
**FY 2002**

<u>County of Caller</u>	<u>Percentage</u>
Belknap	5
Carroll	8
Cheshire	6
Coos	2
Grafton	7
Hillsboro	18
Merrimack	27
Rockingham	14
Strafford	8
Sullivan	3
Out of State	1
Unknown	1

**Table 3**  
**Statistical Overview of Activities**  
**FY 1998 – 2002**

<u>Inquiries</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>Total</u>	<u>Average/Month</u>
FY 1998	77	71	77	118	96	99	95	101	159	108	106	103	1210	101
FY 1999	102	99	133	111	117	84	109	115	154	136	138	103	1401	117
FY 2000	90	89	152	133	149	103	116	164	321	232	244	270	2064	172
FY 2001	294	206	381	273	274	313	208	290	400	397	278	468	3782	315
FY 2002	286	215	244	385	251	303	390	279	197	458	244	200	3452	288
<b><u>Circulation</u></b>														
FY 1998	39	70	89	111	81	141	88	100	184	130	165	150	1348	112
FY 1999	192	146	153	155	127	194	116	129	241	203	180	193	2029	169
FY 2000	163	181	167	208	230	265	159	274	338	330	259	310	2884	240
FY 2001	224	218	202	287	256	244	166	258	351	335	302	295	3138	262
FY 2002	190	193	281	363	258	227	361	333	324	316	288	264	3398	283



# **Library Services to Persons with Disabilities Annual Report July 1, 2001 to June 30, 2002**

*Submitted by Donna Gilbreth, Supervisor*

## ***I. Overview***

The Library Services to Persons with Disabilities Section exists to serve the library needs of New Hampshire's print disabled population. Those citizens who cannot read regular books and magazines are generally visually disabled, but also include those unable to hold books, and some reading disabled persons.

Much of our work revolves around the operation of the New Hampshire Regional Library for the National Library Service for the Blind and Physically Handicapped, a division of the Library of Congress. The NLS provides recorded books, magazines, machines, and support for eligible patrons. The State Library provides staff and workspace for the program. Most staff time is absorbed with managing the reading needs of over 2000 patrons. This includes maintaining records, readers' advisory, circulation control, and machine inventory. We use an NLS provided database, READS, to perform these functions and maintain records.

Other services provided by our Section are paid for by a combination of state funds, LSTA funds, and donations. We maintain a collection of large print books that are circulated to libraries and nursing homes around the state. We also have a collection of described videos (added narration) that we loan to our registered borrowers.

This fiscal year has been a year of learning for most of the staff. Donna Gilbreth, Jody Matisko, and Brenda Corey all began work in the Section just prior to the beginning of the fiscal year. They joined staffers Pam and Sherry Ober who had to train us all, and run the section alone for some months. On August 9, 2001, Sherry Ober left our Section for a new job in the Family Resource Connection at the State Library. One month later she was replaced by Betty Clark, who began work on October 5, 2001. Betty transferred over from the Administration Section of the State Library.

During this fiscal year our section was scheduled for a biennial visit and review by staff of the National Library Service. David Whittall of NLS came on August 20-21, 2001 to meet with all staff and evaluate our operations. He then issued a report, which he reviewed with Donna Gilbreth via conference call in January.

Equipment ups and downs this fiscal year kept us on our toes. Using LSTA funds, we were able to purchase a four-track cassette duplicator in November 2001. Our NLS biennial review had recommended purchasing this machine, which we use to replace damaged cassettes, and duplicate popular books and our newsletter. On the down side, our Epson mail card printer died on March 11, 2002. After discovering it was not repairable, we were lucky to have Charles Leblanc give us an Okidata dot matrix printer Network Services was not using. There was an uncomfortable period of 1-2 weeks when we hand wrote mail cards and found a means to print peel-off labels (thanks again to Charlie).

In summary, it was a year when most of us had to learn how to perform our job duties, and all of us learned to work together as a team. As we became more comfortable, we began the cautious process of making changes that we hope improve the efficiency of the Section.

## ***II. Outreach***

Pam Ober and Donna Gilbreth made several presentations on our services throughout the year. Pam visited two nursing homes/retirement communities to acquaint staff with our talking book services. On September 5, 2001 she went to Langdon Place in Dover, and on Feb. 5, 2002 she visited Heartland Place in Epsom. Donna did a presentation to the North Country Chapter of the National Federation of the Blind at Littleton Regional Hospital on July 13, 2002. She also met with Holly

Larochelle, case manager of Life Coping Inc., in August, to describe our services. We had exhibit booths at three major events during the fiscal year. On November 6, 2001 Pam and Donna traveled to Manchester to exhibit at Access Expo of Northern New England. This is our most costly event, but worth it since several hundred attendees and exhibitors converge to share information and products related to disabilities and accessibility. Pam set up our exhibit table at the "Technology for People with Visual Impairments" conference in Portsmouth on April 13, 2002. Finally, both Pam and Donna manned the exhibit table at the New Hampshire Celebrates Wellness conference at Waterville Valley on June 25, 2002.

Librarians were also kept informed of our services and programs through presentations and articles. Donna visited the Nubanusit library cooperative on August 14, 2001 to explain our services. She also spoke at State Library sponsored orientations for new librarians on October 24, 2001 and May 2, 2002.

Donna worked with the New Hampshire Association for the Blind, in a small way, as they performed a needs survey during the fiscal year. She attended an orientation for agencies serving the visually disabled at NHAB headquarters, and met Susan Auerbach, who conducted the survey. In August, Donna met with Susan to describe in detail the focus of our Section. Donna met again with the group on March 15, 2002 to review the results of the survey.

### ***III. Committees***

Donna Gilbreth was active in several State Library or statewide committees during the fiscal year. The Next Generation committee met several times to plan for a new statewide catalog. As a member of the committee, Donna helped work on an RFP for a database and evaluated the various databases and bids.

For several years Donna has been an active member of the READS program committee. READS is the Reference and Adult Services Section of the New Hampshire Library Association. As a member, she attended several committee meetings and helped coordinate two library education programs for 50-100 librarians.

The Children's Historical Collection Committee formed and met several times during the year to decide the fate of that collection, owned by the State Library for several decades. Donna also belongs to two other State Library committees that met during the year; the State Library Preservation Committee and the Collection Development Committee.

### ***IV. Education***

Several staff members participated in various learning and training experiences during the fiscal year. Brenda Corey attended the State Library sponsored course on the Internet on September 25, 2001. Jody Matisko attended the State Library course "Introduction to Computers" on November 29, 2001. Pam Ober attended the State Library courses "NHAIS" (9/26/01), "Introduction to MARC Records" (10/9/01) and "Dewey Decimal Classification" (11/13/01).

Donna Gilbreth also took part in several educational opportunities. She attended the New Hampshire Library Association fall conference in Concord on November 1, 2001 and the annual conference in Manchester on May 15, 2002. She attended EbscoHost training at the State Library on May 7, 2002. She visited Adaptive Technology Consulting in Salisbury MA with Terry Pare on September 4, 2001 to learn more about assistive technologies for the visually disabled. In November Donna attended a three-day orientation of the National Library Service in Washington, D.C. All new



personnel at regional libraries are encouraged to attend one of these annual orientations. Donna attended several presentations on the various departments and services of the NLS.

Both Pam Ober and Donna Gilbreth attended a demonstration of assistive technologies at the New Hampshire Association for the Blind, sponsored by the company Freedom Scientific (April 23, 2002). They also participated in a conference call training session (March 20, 2002) with staff of Data Management, the company that maintains our database software and contracts with NLS to perform various statistical and computer functions for NLS. We were taught how to access and use the new NLS Webnet website for searching and maintaining certain records. Data Management also completed an upgrade to the READS database software this year. Charles Leblanc installed this upgrade in April.

## ***V. Volunteers***

The assistance of volunteers is necessary to the successful operation of our Section. Several members of the Telephone Pioneers (retirees from the telephone company) come in on Mondays to clean and repair cassette players. Their numbers dwindle to one or two in the summer, partly because of the heat in our building. During the spring and fall we generally have about 8 volunteers to do this work. There is generally a backlog of machines to be repaired. Throughout the country the number of Pioneers doing volunteer repairs for talking book libraries has declined.

Other volunteers come from Work Opportunities Unlimited. This nonprofit organization provides supervised jobs for developmentally disabled adults. During the week several clients plus their supervisors come in to rewind cassettes. Without their help, our staff would not be able to keep up with that work. We celebrated the work of these volunteers with a pizza party in October.

During the month of July, a young man, James Leonard, worked for us for 20 hours, fulfilling a community service demand of the juvenile diversion program. He was a great help, assisting with the de-accessioning of cassette books.

## ***VI. Publications***

The Section created several publications, in various formats, during the fiscal year. Four issues of the quarterly publication "Granite Bits" were produced. Large print copies were sent to over 2,000 patrons. It was also posted on our webpage. And, beginning with the October 2001 issue, we began providing a cassette version. Volunteer David Harris, an employee of the Network Services Section, records this.

In May 2002 we created and printed a new brochure that highlights our services. This is disseminated to libraries, health care facilities and other interested parties. They are distributed at events where we set up our exhibit table.

Several other publications that are distributed to patrons and others were revised and produced. These include introductory letters, instruction sheets, and lists of videos.

## *Statistics*

### **A. Patrons**

#### **Active patrons – Individuals 2248**

Active patrons – Institutions	129
Active patrons – Total	2377
New Patrons	514
Patrons Dropped/Inactive	264 (for the six month period January-June 2002)

### **B. Circulation**

#### **Large Print Books 7043**

Recorded Cassettes	68,865
Recorded Disks	13
Described Videos	937
Print/Braille Books	63
Total Items	77,021

### **C. Acquisitions**

#### **Recorded Cassettes 5965**

Described Videos	42
Print/Braille Books	37
Large Print Books	281

### **D. Discards**

#### **Recorded Cassettes 4121**

Described Videos	18
Print/Braille Books	1
Large Print Books	193
Recorded Disks	133
Children's Large Print Books for Institutions	79

### **E. Collection Size**

Recorded Cassettes	68,037 volumes (34,097 titles)
Described Videos	345
Print/Braille Books	378
Large Print Books	5780
Recorded Disks	307
Braille Books	4

### **F. Donations/Funds**

#### **Donations \$530**

Lost and Paid Funds	\$93.85
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### **G. Cassette Machines**

As of June 30, 2002 we had responsibility for 2574 cassette machines:

On Shelf	83
On Loan	2275
In Repair	216

During the fiscal year the Telephone Pioneers repaired 453 cassette machines

## **LIBRARY DEVELOPMENT SERVICES SECTION**

### **ANNUAL REPORT: JULY 2001 – JUNE 2002**

*Submitted by Sue Palmatier, Supervisor*

The Library Development Services Section (LiDS) provided consultations, advice, education, and training to public, school, and special libraries on a myriad of topics:

- intellectual freedom
- long-range and strategic planning
- children's and young adult services
- automation
- collection development
- reference services
- disaster prevention and recovery
- accessibility
- copyright
- NH library laws
- human resources
- budgeting and finance
- collection and use of statistics
- space utilization and library design
- trustee relations
- Friends.

Ann Hoey had joined the staff as the Youth Services Coordinator on June 25, bringing the complement of coordinators to four: Ann; Tom Ladd, Education Coordinator; Katie McDonough, Field Services Coordinator; and Sue Palmatier, Library Development Coordinator and Section Supervisor. Ann brought knowledge and experience as a public and school librarian, teacher, and parent to the new position; she was warmly welcomed by the library community, and put to work immediately – requests for help were on her desk when she arrived the first day.

The coordinators have submitted separate reports, so I won't enumerate their accomplishments. However, I do want to acknowledge their hard work, cooperative spirit, creativity, quick thinking, and unflappable and reasoned response to any request, no matter how urgent or outre'. I also thank them for their willingness to take my place at many consultations and meetings this year when I was felled by two surgeries and subsequent complications. They took on the extra jobs without sacrificing any of their own, and did exemplary work. The coordinators have also received numerous notes of appreciation by snail mail and e-mail for their work with librarians, trustees, and library organizations; I keep them all on file.

There were two major changes in the configuration of LiDS this year: Darlene Reinhard, Administrative Assistant, was physically moved to the Administrative Services Section; and the Concord contingent swapped space with the Electronic and Government Information Section (EGIR). Darlene had been organizationally attached to Administration for a number of years, but had shared space with LiDS, attended our staff meetings, and generally functioned as a LiDS staff member. However, because most of her duties – such as preparing and distributing the NH Library Directory and acting as secretary to the NH State Library Advisory Council – were not directly concerned with LiDS, Janet Eklund (Administrator of Library Operations) felt she should actually be housed in Administration. Darlene does continue to work with me on the NH Public Library Annual Report, collecting, collating, and distributing the NH Public Library Statistics in print and online.

When EGIR was created, it took over what had always been the LiDS Supervisor's office and the former film-service space on the second floor. As the new Section added staff, they were fragmented among several office areas, sharing some space with LiDS. After some negotiations and careful planning, Katie and Ann switched places with two of the EGIR staff, managing to fit their desks, files, and collection into a space less than half the area they'd had before. It was felt by some that because the Field Services and Youth Services coordinators are often on the road, they would not object to being somewhat cramped in-house. Tom works out of the North Country Office in Lancaster, and although I'm the LiDS Supervisor, my office is there as well, so there was no need to make room for either of us in Concord. So far the new arrangement has worked reasonably well, though Ann and Katie do telecommute a bit. One major problem is that there is no room for in-office confidential consultations with librarians or trustees. If the State Library ever moves to a larger building, LiDS will definitely need more room.

The North Country Office has a training room, a small conference room, a guest office, a small stack room, and offices for Tom, Heather (the van driver), and me. All of these are put to good use; this year I had more than a dozen in-office consultations with librarians, trustees, and Friends, Tom taught several modular courses, Ann held two Children's Book Reviews, and EGIR provided a few training sessions. The library community above the notches appreciates having a local State Library presence, and NCO is a member of the North Country Library Coop and Area Library Forum I.

LiDS has monthly staff meetings, all of them at the North Country Office for reasons of space, privacy, and convenience (especially since I've been unable to drive since April). In FY02, we discussed the following:

- intellectual freedom ~ the USA Patriot Act, the Children's Internet Protection Act (CIPA), and Privacy: An Interpretation of the Library Bill of Rights
- confidentiality ~ with Michael York, State Librarian, we created a strategy for dealing with HB1032, an attempt in the General Court to give parents the right to find out what their minor children are doing at public libraries, whether reading, borrowing materials, attending programs, or using the Internet (the bill failed)
- the LiDS Web site, which houses the State Library Report (Katie's report to all coops), the Once and Future Librarian (Katie's newsletter), subject Resource Guides, an adult-program roster and catalog, and a calendar of events; with EGIR, we worked on access points for searching the Resource Guides, making them dynamic rather than static
- New Librarian Orientation workshops and welcome kits
- "What We Do", a list of library matters and the State Library staff who handle them
- the Statewide Book Bid and Britannica contracts
- the Gates Grants ~ Tom and Katie will attend the training session in Seattle in February 2003
- possible new positions at the State Library, such as a Preservation Coordinator
- the collection of monthly LiDS statistics ~ we revised the data elements
- modular courses, distance learning, and teleconferences
- continuing education for LiDS staff
- budget concerns, especially vis-à-vis LiDS as an integral part of the State Library ~ this included LSTA funding
- possible courses at Plymouth College for a School Media Specialist degree
- Motion Picture Licensing Corporation's request that the State Library negotiate a statewide contract for public performance rights to videos rented or purchased by libraries
- special projects such as Books for Babies, Celebrate New Hampshire, the National Book Festival, the Committee on the Historical Children's Collection, the NH Department of

Education's Library Media Specialist Certification Committee, the Dublin Award for Best Book, the NH Center for the Book, and others which LiDS staff either directed or participated in ~ all of these required cooperation with other State Library sections or other agencies and organizations

- intriguing or troubling situations at public, school, special, and academic libraries ~ most of these came to our attention when we were asked for help.

On February 21, 2002, the North Country Office received a new router to improve access to NHAIS and the Web. We had been without Internet access since October 2001. Charlie LeBlanc also gave each NCO staff member a separate IP address, which has allowed almost uninterrupted e-mail service since then.

As Supervisor, I was a member of the Automation Committee and the LSTA Review Committee; many of the committee, librarians', and Supervisors' meetings I attended by phone because I couldn't drive for much of the year. The North Country Office is awaiting the purchase of a duplex speaker-phone system which will allow real-time two-way participation in group meetings.

I was also the State Library's representative to the Five Rivers Executive Board, the NHLA Executive Board and Awards Committee, Area Library Forum I, and the North Country Library Coop. When I couldn't travel to meetings, I submitted written reports as appropriate, and participated in planning by e-mail and phone.

It was a very busy year for LiDS – never was there a year that wasn't – but the challenges and opportunities to help enhance library service in New Hampshire were welcome all the same.

## **STATE DATA COORDINATOR ANNUAL REPORT: JULY 2001 – JUNE 2002**

*Submitted by Sue Pamatier*

As Supervisor of LiDS, I'm also State Data Coordinator (SDC) for the State Library. I design and approve the NH Public Library Annual Report (NHPLAR) questionnaire, collect and review the surveys, submit the data to the US National Commission on Libraries and Information Science, and work with the Census Bureau to justify or correct figures about which they have questions. I also attend the annual FSCS Professional Development Conference to find out what's new, argue about changing or developing new data elements, and network with peers and with the NCLIS and Census personnel who are so helpful to the SDCs. (FSCS stands for Federal-State Cooperative System for Public Library Data; it is part of the National Center for Education Statistics – NCES – program.) I took over in midstream of FY2000 (Janet had handled the job after John Barrett left NHSL), and was somewhat apprehensive about the task, but discovered an unsuspected affinity for statistics, and have thoroughly enjoyed my work as SDC.

Two years ago the State Library was considering using Bibliostat Collect to gather public library statistics via the Web. At my first FSCS conference, in March 2001, I attended a caucus of current and potential users, which turned into a gripe session about serious problems with the software, technical support, and reports. When I returned I sent an e-mail to all SDCs asking for any other information they might have about their experiences with Bibliostat. As a result of what I heard at the conference and via e-mail, Michael York, Janet Eklund, and I decided to forgo the Bibliostat program. Janet asked the University of Illinois for a quote on similar software that they were selling to interested states, but at \$52,000 a year, it was much too expensive for us. We also talked with EGIR about designing our own Web-based survey, but decided against it for the time being. I

understand that Bibliostat (now Informata) has improved immensely in the last two years, so we may reconsider it.

As SDC, I also collected statistics for the FY2002 State Library Agencies Survey (StLA). The report is Web-based, and was due in February. Because the North Country Office was offline for several months, I had to work at the Weeks Memorial Library here in Lancaster and at the State Library in Concord to submit our data. I'd like to thank the Section supervisors who supplied numbers that were not in the printed monthly statistics reports that Darlene oversees, and Barbara Robarts, Director of the Weeks library, without whose assistance and forbearance the StLA report could not have been filed.

I did statistics workshops for the Urban Library Consortium and the Merri-Hill-Rock Coop, and published three articles on statistics in Granite State Libraries. I also attended the annual COSLINE meeting – held in Saratoga Springs, NY, in November 2001 – where the topic was "Masterful Advocacy Skills - From Compelling Data to Strategic Alliances"; the presenters were Keith Curry Lance of Library Research Service and Pat Wagner of Pattern Research, both from Denver, CO. The conference was especially helpful in acquainting me with statistical resources, methodology, and uses.

## **LIBRARY DEVELOPMENT COORDINATOR ANNUAL REPORT: JULY 2001 – JUNE 2002**

*Submitted by Sue Palmatier*

When I became the LiDS Supervisor, I retained my consulting duties in long-range, strategic, and space planning, and in Friends' and volunteer services. In FY02, I held mini-workshops in long-range planning separately for the boards of trustees of Hollis, Salisbury, and Plymouth; the last two very kindly came to the North Country Office because I was unable to travel. I also had been scheduled to do a presentation at the May 2002 NHLTA conference, titled "Space Planning 101: Before You Build or Expand," but couldn't attend. However, I did prepare 55 multi-page packets for the session; they were distributed by the NHLTA Executive Board members who ran the workshop in my absence. The workshop focused on the importance of planning for the long term before starting a building project.

In November 2001 I submitted a draft of the NHSL strategic plan to Michael York, based on two years' work of the Long-range Planning Committee which I had chaired; Michael used the information for the LSTA Five-Year Plan FY2003-FY2007.

I also advised the following libraries on space utilization, construction, and accessibility: Conway, Tamworth, Derry, Peterborough, Newport (Richards Library), Milan School, Strafford (Hill Library), Newfields, Freedom, Stratford School, Moultonboro, Pelham, Harrisville, North Conway, Woodsville, and Plainfield (Philip Read Memorial Library). Some consultations took place on-site, some over the phone or by e-mail, and some at the NCO.

I worked with Friends groups in Newbury, Lancaster, Fremont, Randolph, Hancock, Harrisville, and Madbury; most projects involved introducing local citizens to the role of Friends and helping new groups with legal paperwork for the NH Secretary of State, NH Register of Charitable Trusts (NH Department of Justice), and the IRS. I've written a paper titled "Legal Aspects of Organizing a Library Friends Group in New Hampshire" which I distribute to those needing help; it provides step-by-step instructions, with addresses and fees, for incorporating, registering as a trust, and acquiring tax-exempt status. I plan to put it up at the LiDS Web site soon. Despite the work of a dedicated

committee I gathered from among Friends leaders in the state, planning for a statewide conference to revive the Association of New Hampshire Library Friends (ANHFLF) fell through when neither a site nor a speaker could be found. We'll try again in 2003. A day-long regional Friends meeting was held at the Nesmith Library in Windham; it was organized by a local Friend, and was very well attended. I was to have been a speaker, but had had emergency surgery that very week and couldn't go.

As Library Development Coordinator, I take advantage of as many continuing education opportunities as possible; this year I attended an NHLTA workshop on intellectual freedom, several College of DuPage teleconferences, an ALA teleconference on CIPA, and the 2001 NHLA Fall Conference. I missed the NHLTA trustee orientation and Annual Conference, Orientation for New Librarians, and NHLA Spring Conference because of illness. I was to have been on the READS panel on problem patrons, but was still recovering from surgery. In my place, Katie attended an important Administrative Rules workshop which provided guidelines and assistance on NH rules – vital for issuing the Public Library Standards; she brought back copious notes and handouts.

Although my work as State Data Coordinator takes up most of my time, I enjoy helping libraries with their planning, and would not want to relinquish it unless we had another Coordinator who could take over. Years of experience and education in long-range and space planning, and in working with Friends, are invaluable, and I enjoy sharing my ideas and the experiences of others with the library community.

## **Annual Report of the Youth Services Coordinator: June 2001-June 2002**

*Prepared by Ann Hoey*

I began as the Youth Services Coordinator for Library Development Services at the New Hampshire State Library on June 25, 2001. The Youth Services Coordinator was a new position, so I enjoyed a challenging and educational year. The major activities and projects are summarized below:

- Development of Youth Services webpage. I created a webpage geared to those who serve children and young adults in public and school libraries. All aspects of youth services including collection development, programming, NH programs, grants, Internet issues, policies, and professional associations are addressed. Since its creation, I have regularly updated and expanded the page.
- Selection for the NHSL Library Sciences professional collection. With the help of an LSTA grant, I added 61 new titles as of July 5, 2002, with approximately 30 more titles on order. These titles covered youth library service issues and helped to update the collection. In addition, I periodically sent the library community annotated bibliographies of recently added titles.
- Consultations with public and school librarians. I regularly provided consultations regarding all aspects of children's and young adult services to youth librarians via e-mail, phone or mail. These consultations often involve researching, developing and sending materials such as bibliographies, sample policies, or program suggestions. In addition, I traveled to 12 libraries to provide on-site consultation. During those visits, I helped to weed the children's collection, gave advice about space planning for the children's or young adult area or helped to answer general collection development or programming questions.
- Programs at conferences. I presented programs on various topics at the following conferences: CHILIS Fall 2001 Conference; Five Rivers Technology Meeting in October 2001; NHLTA January Conference; and the READS Conference in June 2002.
- Teaching of Continuing Education classes. I developed and taught *Homework Help on the Internet* (10/01, 3/02) at NHSL and the three-week modular course *Juvenile Nonfiction Collection*

*Development and Management* at Alton in the fall of 2001 and at NCO-Lancaster in the spring of 2002.

- Children's Book Review. I coordinated the Children's Book Review for November 2001 at NCO-Lancaster and at the NHL Conference in May 2002. This involves compiling a list of all new titles, finding and photocopying reviews, setting up the review itself, and sending books to librarians. NH librarians have been able to preview and receive more than 400 new books since November 2001.
- Participation with NH library groups. I served as a CHILIS Board member, NHEMA Board member, Summer Reading Program Committee member (secretary to group), and Department of Education Certification Committee member. All of these groups involved monthly meetings. I also regularly attended the quarterly meetings of the Young Adult Librarians group.
- Kids, Books and the Arts project. I oversaw all aspects including grant writing, artist solicitation, development and review of library grant applications, fundraising, and evaluations. I attended three Kids, Books and the Arts performances last summer and two so far this summer.
- Children's Historical Collection. Charged with deciding the fate of the Children's Historical Collection, I developed a survey for the library community and established an advisory committee. Based on survey results and committee input, I helped to develop a new collection development policy and a weeding plan.
- Library Coop visits and presentations. I visited all of the library coops to introduce myself and explain my role in Library Development Services. I also presented programs at four library coop meetings.
- Attendance at library conferences and workshops. I attended the NELA Fall 2001 Conference, the CHILIS Fall 2001 Conference, the CHILIS Spring 2002 Conference, the NERCL Spring Program, the NHL Spring Conference, and a MarcoPolo training workshop (through NHEMA).
- Participation with literacy programs and groups. I attended meetings of NH Partnership for Literacy and the Children's Literacy Foundation. I did a storytime at a daycare center in Laconia for NH Reads. In June 2002, I became a board member for the NH Literacy Council.
- Books for Babies project. With Michael York and Alice Nye, I helped to draft ideas and proposals for a statewide early literacy project. Also, Alice and I contributed to an early literacy grant proposal.
- Distribution of information. I have regularly alerted children's and young adult librarians (via listservs) about topics relevant to youth services: grant alerts, legislation, activities of professional organizations, programs, etc.

July 5, 2002.



# **LIBRARY DEVELOPMENT SERVICES SECTION FIELD**

## **SERVICES COORDINATOR**

Annual Report July 2001-June 2002

*Submitted by Katie McDonough, Field Services Coordinator*

### ***Meetings***

One of my duties as Field Services Coordinator is to serve as liaison between the various sections of the State Library and the New Hampshire library community. In that capacity, I meet with various library cooperatives and consortia to keep them informed about State Library programs and services and to answer, or obtain answers to, any questions or concerns the libraries might have.

In 2001-2002, I met with the following public library cooperatives: Baker River AV Center, Hillstown Cooperative, Merri-Hill-Rock Cooperative, Nubanusit Library Association, RALI/Rochester Area Librarians, Scrooge & Marley, Seacoast Library Cooperative, SILC/Suncook Interlibrary Cooperative, and WOTM/West of the Merrimack.

I also met with the following special and multi-type library consortia: ALF/Area Library Forum III, ANHLL/Association of New Hampshire Law Librarians, HSL NH/VT - Health Science Libraries of New Hampshire & Vermont, and Health Science Libraries of Southern New Hampshire, and attended a meeting of LOON, Libraries Online/Outreach North, a consumer health initiative in northern New Hampshire and Vermont.

I also serve as liaison to the Executive Board of the New Hampshire Library Trustees Association/NHLTA and the Academics and Urban Public Library sections of the New Hampshire Library Association/NHLA. In my capacity as liaison to the NHLTA Executive Board, I served as the State Library resource person at the two orientations they provided for new library trustees.

In 2001-2002, I also served as a member of the New Hampshire Local Records Education Project Advisory Board, a Dartmouth-based group that received a grant from the National Historical Publications and Records Commission to provide a series of preservation assessments and workshops on how libraries, historical societies, and town clerks can care for local records. I also served on the State Library's in-house Preservation Committee.

In my capacity as chair of HQ76.3/New England, I also served on the Executive Board of the New England Library Association/NELA. A highlight of 2001-2002 was the approval of HQ76.3 as a section of NELA, after three years as a Special Interest Group.

In addition to the above, I also served as a member of the Area Health Education Centers/AHEC Library Committee, the New Hampshire Libraries Conference Committee, and chaired the State Library's Nominating Committee for the International IMPAC Dublin Literary Award.

As far as the co-ops and consortia are concerned, there are a couple of things I would like to mention. One thing I noticed in 2001-2002 is that there were more requests for programs/presentations by other member of the State Library staff. I like to think that this is in part due to the groundwork I've laid in terms of letting libraries know about State Library programs and services, but I think this was also due to the fact that we were preparing for a new statewide automated system, changes in the NHewLINK program, and the fact that we were able to hire a Youth Services Coordinator.

LUV/Librarians of the Upper Valley, Merri-Hill-Rock, Nubanusit, RALI, Seacoast, WOTM, and the Urbans section of NHLA all have listservs, and Seacoast is the first co-op to have a website. In addition to the usual cooperative endeavors [Bridgeport bindery, supply discounts] that many of the co-ops participate in, the Hillstown Cooperative formed a cooperative purchasing committee, and four members of Merri-Hill-Rock, Danville, Derry, Hooksett, and Windham, formed Learn NH, a licensing agreement with Learn-a-Test.

Hillstown celebrated its 30th anniversary in 2001, followed by a planning session in January 2002, at which they formed education, professionalism, and resource sharing committees, as well as the aforementioned cooperative purchasing committee.

Seacoast took another look at their meeting times and have moved them to Tuesday afternoons from Thursday mornings in hopes of getting better attendance, and SILC had a discussion as to whether to continue with their long-standing book/bake sales.

All of the co-ops are having discussions about the new formats for audiovisual materials, but Scrooge & Marley almost decided to disband that part of their co-op. Instead, they decided to invest in some of the new formats.

### *Continuing Education*

In 2001-2002, I prepared and presented programs on intellectual freedom as part of a panel for the READS [Reference and Adult Services Section, NHLA] spring conference and on the confidentiality of library records for the Merri-Hill-Rock, Nubanusit, Seacoast co-ops. This was done in conjunction with Ann Hoey and was partly in response to legislation that was introduced to add an age restriction to the existing statute. I also coordinated two orientations for new library directors.

On the other side of the coin, I attended the following programs, workshops, etc. [\*=program planner]:

Administrative Rules [State of NH]

Beyond the Books: The Library as Community Center (READS Fall Conference)

Book repair (Scrooge & Marley)

Building a Better Board (NELA Conference-presented by Lillian Edelmann, President of NHLTA)

Customer Service: Attitudes & Actions (NHLA Fall Conference)

Customer Service in Libraries (NELINET)

eBooks (NHSL)

EBSCOHost (NHSL)

FirstSEARCH (NHSL)

Friends Groups (Nesmith Library, Windham)

Getting Started in Fundraising (NH Libraries Conference-NELA program)

\*How to Make the Car Go! Director/Trustee Relations (NH Libraries Conference-NHLTA program)

Intellectual Freedom Seminar (NHLTA)

\* Library Directors and Assistants Roundtable (NH Libraries Conference-Urbans program)

Library Service to Gay, Lesbian, Bisexual, Transgendered and Questioning Youth (NELA Conference-

HQ76.3 program)

Marketing the Small Public Library (NH Libraries Conference)

Masterful Advocacy Skills: From Compelling Data to Strategic Alliances [COSLINE]

New England Library Leadership Conference (NELA)

Newsletters and Publicity: How Do You Market Your Library? (Academics)

Orientations for New Students (Academics)

\*Overview of Techniques for Interacting with Patrons Who Have Physical Disabilities (NH Libraries

Conference-Sally Pore)

PLA – Reports from directors in Amherst, Goffstown, Merrimack, and Wilton (Hillstown)

Privacy and the Public Library: Legal & Philosophical Implications for Libraries & Librarians

[Society for the

Promotion of Intellectual Freedom]

Public Library Directors Discussion Group (NELA Conference-Urbans)

Reference Pathfinders and Resource Sheets (Academics)

School/Public Library Cooperation (Seacoast)

State Prison Library Tour (ANHLL)

\* Stress Management Through Yoga (NH Libraries Conference)

Telecommunications Industry & the 1996 Telecom Act [ANHLL)

Time Management (ANHLL)

Trustee Issues Discussion Group (NELA Conference)

UCITA – video of AALL/ARL teleconference (ANHLL)

Understanding Generational Differences (NHLA Continuing Ed)

Verbal Judo (READS Spring Conference)

Working Alternatives: 9 to 5... NOT! (NH Libraries Conference)

In addition to providing me with information that enables me to better assist the libraries I consult with, attendance at continuing education programs such as conferences also affords me with the opportunity to interact with and advise librarians in person. I am often able to resolve multiple issues that would normally entail individual visits to the libraries in question.

### *Consultations*

I have to admit that this is the one category I didn't keep good track of in 2001-2002. My other activities are fairly easy to reconstruct by looking at my calendar, but keeping track of consultations requires making hash marks or some such thing, something I all too often forget, but vow to do a better job of in the coming year!

I would also like to mention that because of the nature of my job as Field Services Coordinator, I probably do less individual consulting than the other coordinators, who all have specific subject areas that they cover. I handle subject areas not covered by the other coordinators, which include administration and management issues [including budget and personnel], collection development, intellectual freedom [adult services issues], and special collections. But I would say that the majority of my time is spent representing the State Library at meetings of co-ops and consortia, rather than on individual consultations.

However, in 2001-2002, I made on-site visits to new library directors in Belmont, Bristol, Franklin, New Castle, and Newfield. My meeting with the director in Franklin actually took the form of presenting an overview of director-trustee relations to the director and the board; they just wanted to make sure they got off on the right foot. I met with the trustees of the newly formed public library in Madbury, who also wanted to make sure they were headed in the right direction. I also made a second visit to Bristol to assist the director with collection development.

In addition to basic library skills, director-trustee relations and library-municipal relations tend to be the focus of most of my consultations.

## ***Resource Development***

The fact that other members of the State Library staff were in demand to present programs at co-op/consortia meetings gave me a little more time to spend on resource development, and I created the following resource guides for the Library Development Services section of the State Library's website:

Collection Development  
Confidentiality of Library Records  
Job Descriptions  
Library Acronyms  
The Library Hiring Process  
NH Library Cooperatives

I have a number of others in the works, but we're waiting to hear back from the Electronic and Government Information Resources Section about a new way of making this information available.

I also collected, coordinated, and created handouts for the packets that were distributed at the new librarians orientations, including a list of Useful URLs, and produced four issues of The Once and Future Librarian, the electronic newsletter of the Library Development Services Section.

## ***Miscellaneous***

I also attended ALA Legislative Day and represented the State Library at the dedication of a new library addition in Rindge and at the retirement celebration for Doreen Powden in Bristol. Along with Tom Ladd, I assisted Ann Hoey with the Kids, Books and the Arts grants review, and met with Michael York, Sue Palmatier, and Tom to discuss legislative initiatives. I also substituted for Sue as part of the State Library's LSTA evaluation process.



In New Hampshire, library education comes from a variety of sources. A major challenge is knowing what is available and making the best choices for each individual. In addition to making this information available to interested parties, I served on the NH Library Association Continuing Education and Scholarship Committees, and participated in the State Library Continuing Educators Forum.

The *Library Education in New Hampshire* page, [www.state.nh.us/nhsl/libed/index.html](http://www.state.nh.us/nhsl/libed/index.html) of the NHSL website, attempts to provide one location where all of this information can be found with minimal effort by the library community. An online calendar, supplemented by listserv and occasional paper distribution of information, plus personal contacts at library cooperative & Forum meetings are all methods used to spread the word of educational opportunities.

Many sections of the NHSL provide training & education, as do many of the library organizations in NH & New England. A listing of many of the library education opportunities in 2001 – 2002 from both the NHSL and many of the other sources was compiled by Donna DuSell of the NHSL Administration section and follows this report. Detailed reports on two major NHSL education initiatives, the Modular Library Education Program, and the Library Teleconference program, are appended.

Respectfully submitted,

Thomas A. Ladd  
Library Education Coordinator

**Electronic & Government Resources Section**

**Reference and Information Services**

*September 2001*

Proquest  
Introduction to the World Wide Web

*October 2001*

Homework Helpers  
Business Information  
Finding and Evaluating Information on the Internet  
OCLC's WorldCat  
Medical Information  
Consumer Information  
Introduction to HTML

*November 2001*

Internet for Kids  
Subject Directories & Search Engines  
NH Government Information  
Internet Filters  
Training Your Public: Teaching Adults to Use the Internet  
Introduction to Your Computer

*December 2001*

Government Documents for Non Government  
Documents Librarians  
Travel Information  
Humanities Online  
Advanced Windows  
Children's Online Safety  
Legal Documents  
Ready Reference on the Internet

*March 2002*

Finding and Evaluating Information on the Internet  
Introduction to Your Computer

*April 2002*

OCLC's WorldCat  
ProQuest  
Introduction to HTML  
Subject Directories & Search Engines  
Medical Information  
Genealogical Resources at the NH State Library  
Training Your Public: Teaching Adults to Use the Internet

*May 2002*

Ready Reference on the Internet  
WEBSTER: NH Government online  
Advanced Windows  
Genealogy and the Census  
Travel Information  
Humanities Online

*September 2001*

NH Newspapers Online

*October 2001*

Genealogy and the Census  
Genealogy and the Internet  
Genealogical Resources at the NH State Library

*November 2001*

Ship's Passenger Lists and Naturalization Records  
Library Literature Online

*December 2001*

Ellis Island: Island of Hope and Island of Tears

*I. January 2002*

E-Books Workshop

*March 2002*

Ellis Island: Island of Hope and Island of Tears

*II.*

*III. April 2002*

E-Books Workshop

Genealogical Resources at the NH State Library

*May 2002*

Genealogy and the Census

*June 2002*

Genealogy and the Internet

E-Books Workshop

**Network Services**

*September 2001*

Introduction to NHAIS

*October 2001*

Introduction to NHAIS  
Introduction to SuperCAT  
Introduction to MARC for Books

*November 2001*

Introduction to Dewey Decimal Classification  
Card Production Using SuperCAT

**Library Development Services Section**

*March 2002*

Homework Helpers

*June 2002*

Children's Online Safety

## ***LIBRARY CONTINUING EDUCATION***

### **Courses offered:**

#### **Weeding, Thinning, and Cultivating Your Collection (3 part course)**

*November 19 & 26, December 3, 2001,*  
Plymouth, Pease Public Library

#### **Puppetry Programming (3 part course)**

*May 2, 9, & 23, 2002,*  
Milford, Wadleigh Memorial Library

#### **The Reference Interview (3 part course)**

*July 11, 18, & 25, 2001*  
Derry, Derry Public Library  
*October 15, 22, & 29, 2001*  
Hancock, Hancock Public Library  
*April 3, 7, & May 21, 2001*  
Madison, Madison Town Library

#### **The Reference Answer (3 part course)**

*November 19 & 26 and December 3, 2001*  
Wilmot, Wilmot Public Library

#### **Juvenile Non-Fiction Collection Development and Management (3 part course)**

*October 16, 23, & 30, 2001*  
Alton, Gilman Public Library  
*April 2, 9, & 16, 2002*  
Lancaster, NHSL North Country Office

#### **Cataloging Overview (3 part course)**

*April 3, 17, & 24, 2002*  
Exeter, Exeter Public Library  
*May 8, 22, & 29*  
New Hampton, Gordon Nash Library

## ***TELECONFERENCES***

Four teleconference programs were available to the New Hampshire library community in early 2002.

The N.H. State Library contracted with the College of DuPage in Glen Ellyn, IL for a license to bring more of their excellent series of library education teleconferences to multiple locations in this state, offered by NHSL *free of charge*.

The programs:

***Bringing Order to the Chaos: Using Search Engines Efficiently*** - January 18, 2002 - 12:00 noon to 2:00 p.m.

***Whatever Happened to Carbon Paper?: A Look Toward the Future for Librarians, Library Assistants and the Printed Word*** - March 22, 2002, 12:00 noon to 2:00 p.m.

***Virtual Reference Services...What, Why and How? (2 programs)*** - Part I: February 8, 2002 12:00 noon to 2:00 p.m. - Part II: April 19, 2002, 12:00 noon to 2:00 p.m.

The Sites:

- BERLIN - NH Community Technical College Library
- CLAREMONT - Sugar River Valley Regional Technical Center
- CONCORD - NH Technical Institute
- LACONIA - Lakes Region General Hospital
- LINCOLN - Lin-Wood Public School
- LITTLETON - Littleton Regional Hospital
- NASHUA - Nashua Public Library
- RINDGE - Franklin Pierce College Library
- STRATHAM - NH Community Technical College



## **New Hampshire Library Association**

### **July 2001**

Educational Tour: **Art & Architecture Tour of Boston Public Library** Tour van from/to UNH-Manchester  
Sponsored by the Academics Section of NHLA

### **November 2001**

Conference: **NHLA Fall Conference** "Customer Service: Attitudes & Actions" NH Library Association, Concord, NH - Grappone Center

### Conference: **READS Fall Conference**

"Beyond the Books: The Library as Community Center" offered by the Reference & Adult Services Section of the NH Library Association  
Bedford Public Library

program: **Managing across the Generations: Elders, Boomers, Xers, and Nexters**" Hooksett Public Library, offered by the NH Library Association and *open only to NHLA members*

### **February 2002**

discussion group: **Newsletters and Publicity: How Do You Market Your Library?**

Stratham - NH Community Technical College  
Spring of 2002, the Academics Section of the NHLA.

### **March 2002**

discussion group: **New Student Orientations**  
Manchester - St. Anselm College, Academics Section of the NHLA.

### **April 2002**

**Current Issues** with Leslie Gaudreau, NHLA President  
Merri-Hill-Rock Cooperative meeting, Hooksett Public Library

**Interlibrary Loan Issues, Policies, and Developments**  
Manchester - University of New Hampshire at Manchester Library, Academics Section of the NHLA.

### **June 2002**

program: **READS: "New Patrons, New Problems, New Possibilities"** Tilton - Tilton School

## **New England Library Association**

### **July 2001**

Conference: **New England Leadership Conference** (formerly "Counterparts") Connecticut College, New London, CT Sponsored by NELA

### **September / October 2001**

Conference: **NELA 2001: "Reach your Peak"**  
New England Library Association, Burlington, VT

### **May 2002**

workshop: **Orientation for New Library Trustees**  
Concord - NH Municipal Assn. - Local Government Center, presented by the NH Library Trustees Association

## **New Hampshire Library Trustees Association**

### **January 2002**

**Workshop on Intellectual Freedom** Concord - NH Municipal Association offered by the NHLTA

### **April 2002**

**Orientation for New Library Trustees** Twin Mountain Town Hall, presented by the NH Library Trustees Association

### **May 2002**

**NHLTA Annual Spring Conference** Concord - NH Technical Institute

## **Society for the Promotion of Intellectual Freedom**

### **September 2001**

**Society for the Promotion of Intellectual Freedom**  
"The First Amendment - Our Prime Directive" Hooksett Public Library

### **June 2002**

**Area Library Forum I Meeting Genealogy and the Internet** Lancaster - Weeks Memorial Library, 128 Main St.

**Privacy and the Public Library: Legal and Philosophical Implications for Librarians**  
Seabrook Library, 101 Centennial St.

## **New Hampshire Historical Society**

### **Feb & March 2002**

**Caring for your Family Photos**  
**Essentials of Preserving and Providing Public Access to Records**

**Living History and the Small Museum**

## **Massachusetts**

### **September/November 2001**

**Introduction to Legal Research** *Newton Centre, MA*  
Boston College law School, offered by the Law Librarians of New England

### **NEEMA Leadership Conference 2001**

"2001: A Technology Odyssey...Putting It All Together In Reality," *Tyngsboro, MA*

#### ***April 2002***

NETSL Spring Conference: **Something Old, Something New: Looking at Standards**, Worcester, MA - College of the Holy Cross

**"A Librarian at Every Table"** lecture by Dr. Kathleen de la Pena McCook, Professor of Library and Information Science at the University of South Florida, Boston, MA.

**"Consumer Health Information: Networking and technology"** Sturbridge, MA - Publick House presented by Ct. Consumer Health Information Network

#### ***May 2002***

**Copyright: the basics and beyond** Worcester, MA - College of the Holy Cross, offered by the ACRL Access Services Interest Group

**Off the Wall and Online: Providing Web Access to Cultural Collections** Lexington, MA - The National Heritage Museum offered by the Northeast Document Conservation Center

#### **Vermont**

##### ***February 2002***

workshop: **Repairing VHS tapes**, Morrill Library, Strafford, VT

##### ***May 2002***

Conference: **Vermont Library Conference** Burlington, VT - Radisson Hotel

#### **College for Lifelong Learning**

##### ***April 2002***

workshop: **Essentials of Preserving and Providing Public Access to Records** Littleton - College for Lifelong Learning

##### ***May 2002***

**Five Rivers Spring Membership Meeting** program: **EbscoHost** Conway - College for Lifelong Learning,

#### **Dartmouth College**

##### ***Oct 2001***

Conference: **Web Usability: Does Your Site Work?** Dartmouth College's BioMedical Libraries Fifth Annual October Conference for New England Librarians.

#### **Bureau of Education & Research**

##### ***March 2002***

Seminar: **Read! New and Classic Ideas for Bringing Children and Books Together** presented by Caroline Feller Bauer Nashua & BER.

Seminar: **What's New in Young Adult Literature** Merrimack - Radisson Hotel,

#### **State Agencies**

##### ***May 2002***

**Trustees Workshop** Claremont Conference Center, Claremont, offered by the NH Department of the Attorney General, Division of Charitable Trusts and the NH Department of Revenue Administration.

**Trustees Workshop** Concord, NH - Health & Human Services Building, Hazen Drive, First Floor Auditorium

**Library Trustees Session** NH Department of the Attorney General, Division of Charitable Trusts and the NH Department of Revenue Administration.

#### **Other Groups**

##### ***Nov 2001***

**Spectrum User's Group**, Meredith Public Library

**Archival Exhibits: The Basics and Technical Issues** NH Archives Group Fall Meeting, Durham - UNH-Diamond Library - Milne Special Collections

##### ***February 2002***

##### **Video Customer Services**

Merri-Hill-Rock Cooperative, Derry Public Library

Teleconference: **SEPTEMBER 11 CHANGED OUR WORLD; HAS IT CHANGED OUR LIBRARIES?** A discussion on how the events of September 11 have forced libraries to rethink long standing policies, security issues and procedures.

##### ***March 2002***

**Exploring Other Worlds: Fantasy & Science Fiction for Children and Young Adults** presented by the New England Round Table of Children's Librarians, Manchester (NH) City Library

**Forum I Vendor Display** Twin Mountain Town Hall

##### ***April 2002***

**Essentials of Preserving and Providing Public Access to Records** Berlin - NH Technical College  
Portsmouth - Portsmouth Athenaeum  
Manchester - Manchester Historic Association

##### **Empowering Your Friends Group**

Windham - Nesmith Library, presented by the Nesmith Library and the Friends of the Library of Windham

##### ***May 2002***

**NH Libraries Conference : "Preserving the Past, Planning the Future"**  
Manchester - Center of New Hampshire

## **Recommendations to the Commissioner of Cultural Resources by the State Librarian**

The State Library continues to be a leader in using technology to serve the information needs of the citizens of New Hampshire. Webster and statewide databases access are cornerstones of the electronic programs.

### ***1. New Hampshire Treasures Via The Web***

The state library should take the lead in digitizing New Hampshire's rare and unique materials. A program needs to be instituted by the library to identify items in the state at libraries and historical societies that need to be digitized and made available via the web.

### ***2. Services to New Hampshire's Business Community***

The State library needs to provide greater information to businesses in the state. We want to work on setting up centers for business information in key libraries in the state.

### ***3. Training for NH Librarians & Educators***

We need to provide more training for school librarians and teachers to better prepare them to use the information resource provided by the state library for the maximum benefit to their students.